

Wylde Wellbeing: Terms of Sale

Last updated: October 2026

1. Who we are

1.1 These terms apply when you buy coaching services from Wylde Wellbeing through wyldewellbeing.uk ("the Site"). In these terms, "we", "us" and "our" mean Wylde Wellbeing Ltd, a company registered in England and Wales under company number 14340272, whose registered office is Highcroft, Factory Road, Llanblethian.

1.2 You can contact us at info@wyldewellbeing.uk.

1.3 By booking or paying for a service, you agree to these terms. If you don't agree, please don't book. If anything is unclear, ask before you buy. A free 30-minute connection call is available for exactly that.

2. Who these terms apply to

2.1 These terms cover individuals buying for themselves and businesses or organisations buying for their people. Where something applies only to consumers (individuals buying outside their trade or profession), it is marked.

3. What we offer

3.1 Our current services, with what each includes, are set out on the Site at wyldewellbeing.uk/coaching. In summary:

- **Hourly 1:1 Coaching:** a single 60-minute session, with no ongoing commitment.
- **Whole-Wellness™ Package:** a detailed intake meeting plus five sessions, one through each of the five lenses (six 1-hour sessions in total).
- **Capacity Protocol™:** 60-minute sessions across the five-phase arc, over a maximum of six months, with a maximum of 8 hours of coaching included in the price. Pacing is agreed with you and depends on your needs and capacity.
- **Connection call:** a free 30-minute conversation with no obligation to buy.

3.2 If the Site and these terms differ on what a service includes, the description on the Site at the time you buy applies.

3.3 The Wylde App is subject to its own terms and privacy notice, which you will be asked to accept when you join.

4. What coaching is, and what it is not

4.1 Coaching is a confidential, collaborative process that supports you to think, decide and act. It is not therapy, counselling, medical advice, legal advice or financial advice, and it does not replace any of them.

4.2 You are responsible for your own decisions and actions. We can't guarantee any particular result, because outcomes depend on many things outside our control, including your circumstances and your engagement with the work.

4.3 If you are experiencing a mental health difficulty, please tell us and speak to your GP or another qualified professional. We may suggest you pause coaching or seek other support if we believe that is in your interests.

5. Prices and payment

5.1 Prices are shown in pounds sterling. We are not registered for VAT, so no VAT is added to our prices and the price you see is the price you pay. If our VAT status changes, we will tell you before it affects any booking you have already made.

5.2 Payment is due in advance of your session. We accept payment by direct bank transfer or through Stripe. Instalments are offered, and a payment schedule will be agreed in your coaching agreement.

5.3 Your booking is confirmed when we send you a confirmation email. Until then, we may decline an order, for example if a price on the Site was shown in error. If so, we will refund anything you have paid.

5.4 If a payment has not been received before a session, that session will not go ahead. A session that does not go ahead for this reason is not treated as used, and we will rebook it once payment is received.

6. Booking, rescheduling and cancelling sessions

6.1 Please give at least 48 hours' notice if you need to reschedule a session. Sessions moved with that notice will not be charged again.

6.2 If you cancel or miss a session with less than 48 hours' notice, the session is treated as used, unless there are exceptional circumstances, which we will consider with compassion.

6.3 If we need to cancel or rearrange a session, we will give you as much notice as we can and offer an alternative. If we can't deliver a session, we will refund it.

6.4 Sessions in a package or programme must be used within the period stated in your coaching agreement, and in any case within 12 months of your first payment. Sessions not used by then expire and are not refundable, except where we were unable to deliver them.

7. Your right to cancel (consumers)

7.1 If you are a consumer buying online, you have the right to cancel within 14 days of booking, without giving a reason. The 14 days start on the day we confirm your booking.

7.2 To cancel, tell us clearly by email to info@wylldewellbeing.uk. You can use the model cancellation form at the end of these terms, but you don't have to.

7.3 If you ask us to start sessions within the 14 days, we will ask you to confirm that request when you book. If you then cancel, you will pay for the sessions already delivered up to the point you tell us, and we will refund the rest within 14 days of receiving your cancellation.

7.4 If the services are fully delivered within the 14 days, and you confirmed you wanted that, you lose the right to cancel once the service is complete.

7.5 After the 14 days, you can end a package or programme early by telling us in writing. We will charge each session already delivered at our standard hourly rate shown on the Site, and refund the balance of what you have paid, if any, within 14 days. We do not refund sessions that have been delivered or that have expired under clause 6.4.

8. Confidentiality

8.1 What you share with us is confidential. We will only share it without your consent where the law requires it, or where we believe there is a serious risk of harm to you or someone else.

8.2 We discuss our practice, without identifying you, with a qualified supervisor, as required by professional standards. This is set out in your coaching agreement.

8.3 Where your employer or organisation pays for coaching, we will agree in advance what, if anything, is reported back to them. Unless you agree otherwise, the content of your sessions stays confidential.

9. Your personal data

9.1 We handle your personal data in line with UK data protection law. Our privacy notice, linked in the website footer, explains what we collect, why, how long we keep it and your rights. It forms part of how we work with you, though not part of this contract.

10. Professional standards

10.1 We work in line with the Association for Coaching Global Code of Ethics and Good Practice and hold professional indemnity insurance. If you are unhappy with our service, please tell us at info@wyldewellbeing.uk and we will respond within 10 working days. Our complaints policy is on our website.

11. Our intellectual property

11.1 The Whole-Wellness™ framework, Capacity Protocol™ and the materials we give you (worksheets, tools, recordings, handouts) belong to us. We grant you a personal, non-transferable licence to use them for your own development, or, where a business buys, for its own internal purposes.

11.2 Please don't copy, share, sell, publish, train AI systems on, or adapt our materials or frameworks without our written permission.

11.3 You may not record sessions without our agreement. We will obtain your consent before using Fathom or any other tool to record or transcribe our sessions.

12. Our responsibility to you

12.1 We will provide services with reasonable care and skill.

12.2 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law doesn't allow us to limit. If you are a consumer, nothing here affects your statutory rights.

12.3 Subject to that, we are not liable for loss that was not a foreseeable result of our breach, or, if you are buying for business, for loss of profit, business or opportunity. Our total liability for any one booking is limited to the amount you paid for it.

12.4 We are not responsible for delays or failures caused by events outside our reasonable control, such as illness, technology failure or severe weather. We will rearrange affected sessions as soon as we can.

13. Online and in-person sessions

13.1 Most sessions take place by video call and some face to face. You are responsible for a reliable connection and a private, suitable space for video sessions. If technology fails, we will agree an alternative.

14. Changes to these terms

14.1 We may update these terms. The version in force when you book applies to your booking. Changes will not affect services you have already paid for.

15. General

15.1 These terms, the description of the service on the Site and your coaching agreement together form the whole agreement between us for your booking. If they conflict, your coaching agreement applies.

15.2 If any part is found unenforceable, the rest continues to apply.

15.3 Only you and we can enforce this contract.

15.4 These terms are governed by the law of England and Wales. Disputes are for the courts of England and Wales, though if you are a consumer living elsewhere in the UK you may bring a claim in your local courts.

Model cancellation form (consumers)

Complete and send this form only if you wish to cancel under clause 7.

To: Wylde Wellbeing Ltd, info@wyldewellbeing.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following service:

Service booked: _____

Booked on: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____