

## **Life Coaching Terms & Conditions**

### **Payment Terms**

Full payment is required in advance.

### **Cancellation**

Both In a Quandary and the client have the right to cancel the contract due to unforeseen circumstances. In the event of cancellation by the client, less than three working days before the agreed start time, a charge of 50% of the agreed fee will be retained. The other 50% will be returned to you. If you reschedule instead of cancelling and the work begins with three months of the original date, no cancellation charge will be levied.

### **Travelling**

We are based in Bristol. We cover a 50 mile radius. If you live outside of this area, please contact us to discuss availability and mileage rates that may apply.

### **Expenses**

At the time of booking it is essential that you advise of any issues surrounding access or additional expenses we are likely to incur. The following list is not exhaustive but some likely examples:

Toll Roads / Congestion Charges  
Meter Parking / Permit Parking

### **Confidentiality & Privacy**

In a Quandary treat all information discussed with you or written to you with confidentiality. We will not divulge any part thereof to any third party, according to the Data Protection 1998 (excluding the police or a legal body)

### **Referrals**

In a Quandary reserves the right to recommend the services of other institutions or professionals if appropriate to your outcomes. These services are offered without liability, obligation or redress to our company or ourselves.

### **Meetings**

Both parties will agree to attend meetings on time or phone at the mutually agreed time. Both parties will agree to be fully prepared for the session.

### **Referees**

On occasion In a Quandary will ask clients to put forward a testimonial or act as a referee for the business to be used in different formats, such as on the website or advertising campaign. This will only happen with your permission and after you have signed an agreement to that effect.

### **Advice**

Our advice is given in best faith. It will be your decision to accept guidance. We therefore can not accept responsibility for the consequences of such decisions.