



Coaching & Mentoring Terms & Conditions

I am so pleased you have decided to use my services or resources - please read the following important terms and conditions before you commit to using them.

This contract sets out:

- your legal rights and responsibilities;
- my legal rights and responsibilities; and
- certain key information required by law.

The intention is that it will bring clarity to our relationship, protect both of us and take care of the business side of things so that we can get on with the good stuff! Please let me know if there are any clauses that you do not understand or that contradict your understanding of my services.

In this contract:

- 'I', 'me' or 'my' means Melissa Kate Maynard, trading under the name Melissa Maynard Heritage and
- 'You' or 'your' means the person buying or using my services and resources.

If you would like to speak to me about any aspect of this contract, please contact me by e-mail at melissakate@melissamaynardheritage.co.uk.

Background

I provide coaching and/or mentoring for you based on your professional need and development, as described by you.

Coaching and mentoring is:

- a 1:1 conversational collaboration between me and you
- coachee/mentee-led, with goals identified by you.

In my role as a coach and/or mentor, I facilitate focused, collaborative conversations that are designed to support the you in raising awareness, building ownership of the your professional development and identifying potential actions to reach your desired goal.

I specialise in coaching and mentoring within the professional areas of heritage and outdoor learning, interpretation, visitor experience, volunteer management and health & safety for visitor experiences.

Because I only provide coaching to to build professional development and skills, consumer protection legislation does not apply to this agreement.

I am a sole trader, trading as 'Melissa Maynard Heritage' and my trading address is 2 Dryden Close, Grantham, Lincolnshire. NG31 9QS.

Introduction

If you sign up for my coaching or mentoring services ('services') you agree to be legally bound by this contract.

If you use any of my free resources (for example podcasts, workbooks, discovery sessions or any other resources I may offer free of charge from time to time) you also agree to be legally bound by this contract as appropriate, excluding the clauses relating to payment.

When buying any services or using any resources you also agree to be legally bound by:

- my website terms of use and privacy policy; extra terms which may add to, or replace, some of this contract, for example any specific written contract between us;
- specific terms which apply to my services, for example programme or service descriptions which
- may be set out on the webpage for that programme or in email correspondence between us ('services description'). If you want to see these specific terms, please visit the relevant webpage for the programme or look at the services description I have sent you in an email or request it from me.

All these documents form part of this contract as though set out in full here.

Signing up for my services

Below, I set out how a legally binding contract to buy services between you and me is made:

You place an order by email and I shall send you the link by email. Placing your order and making payment does not, however, mean that your order has been accepted.

Any quotation given by me before you place an order for services is not a legally binding offer by me to supply such services. Any prices set out in a quotation remain valid for 14 days.

When you decide to place an order for services with me, this is when you make a legal offer to buy such services from me.

I may contact you to say that I do not accept your order, for example if I do not think my services are right for you or there has been a mistake in the pricing or description of the services, or my circumstances have changed since I gave you the quotation for the services.

I shall only accept your order when I confirm this to you by sending you a confirmation email or start to provide the services, whichever happens earlier.

At this point:

- a legally binding contract will be in place between you and me, and
- I shall start to carry out the services as set out in the programme description on this website or in a services description agreed between us.

Carrying out the services

I shall carry out the services with reasonable care and skill.

I shall carry out the services within the time period which is set out in the relevant services description.

All coaching sessions (including rearranged sessions) must be taken within the timeframe specified in the services description or they will expire.

You can rearrange any two coaching sessions during a coaching programme providing you give me at least 24 hours' notice. If you give me less than 24 hours' notice, fail to turn up for a session or have already rearranged 2 sessions in a coaching programme, you will be deemed to have taken the session and you will not be able to reschedule it or entitled to any compensation for missing it.

My services might be affected by events beyond my reasonable control. If so, there might be a delay before I can restart the services. I shall make reasonable efforts to limit the effect of any of those events, I shall keep you informed of the circumstances and I shall try to restart the services as soon as those events have been fixed. Examples of events which might be beyond my reasonable control include illness, IT issues and problems with internet connectivity or if you change the services you require from me and I have to do extra preparation.

Where a session or event is due to take place in person, I reserve the right to move that session online where circumstances make it necessary or preferable to do so.

Your responsibilities

You will pay the price for the services in accordance with the services description.

You will provide me with such information and assistance (and ensure that any information is complete and accurate) as I reasonably need to provide the services.

You and I shall agree a method of communicating with each other between sessions and adhere to that method.

Coaching and/or mentoring is not therapy or counselling. It may involve all areas of your life. You acknowledge that deciding how to handle any issues which may arise, the choices you make in relation to them and whether or not you follow through on any agreed action is exclusively your responsibility. For this reason, although I fully expect great results to come from our coaching/mentoring sessions, I cannot guarantee any specific outcomes or that all clients will achieve the same results. The results are entirely dependent on your commitment and the effort you put into the programme and the actions we agree.

My role is to offer you guidance and accountability and help you make positive business and lifestyle changes in order to make progress towards your business goals.

Coaching and/or mentoring does not treat mental disorders and is not a substitute for counselling, mental health care or medical treatment of any kind. By entering into this agreement you confirm that you will not use it in place of any form of counselling, therapy or medical treatment. If you are currently receiving treatment from a doctor or other healthcare professional, by entering into this agreement you confirm that you have consulted with this person regarding the advisability of working with a coach/mentor and that this person is aware of and supports your decision to proceed with the coaching/mentoring programme described in the services description.

You will keep me informed of any changes to your medical health or personal circumstances.

Charges and payment

The price for the services is set out in the services description.

I reserve the right to take full payment from you for a missed meeting. I will attempt in good faith to reschedule the missed meeting, as laid out above. Both Parties recognise the potential impact on my business if meetings are cancelled or postponed at short notice. I will maintain close dialogue with you and offer flexibility when it comes to changes at short notice, accepting that urgent business and/or personal issues do arise. However, where a scheduled meeting is cancelled or postponed by you, cancellation/postponement fees will be payable as follows:

- Up to 48 hours notice – no charge
- Within 24 hours notice – 50% of the applicable fee
- Late or No Show – 100% of the applicable fee

Where you wish to cancel this contract in full and you give me one month's notice in writing, I shall give you a partial refund for sessions which you have paid for in advance and which you have not received, but I shall deduct reasonable compensation for the costs I shall incur as a result of your ending the contract.

Payment is via Direct Bank transfer, by credit card via an iZettle link or by cheque made payable to 'M. K. Maynard'.

If any of your payments are not paid on the due date, I may charge interest on any balance outstanding at the rate of 4 percentage points a year above Lloyd's Bank plc's base rate.

Intellectual property

If I provide you with any materials, whether digital or printed, any intellectual property in those materials belongs to me and unless we agree otherwise you can only use those materials for your own personal use and you may not share them with third parties.

How I may use your personal information

I shall use the personal information you give to me to:

- provide the services;
- process your payment for the services; and
- inform you about any similar products and services that I provide (though you may stop receiving this information at any time by contacting me).

I shall not give your personal information to any third party unless you agree to it.

See my full Privacy Policy for full details of how I use your personal information.

Confidential information

All information shared by you will be kept strictly confidential, except when releasing such information is required by law and/or where I consider it necessary to do so because of concerns of risk to yourself or others.

Where you participate in any group sessions, for example as part of a group coaching programme, you agree to keep strictly confidential any information shared by participants in those group sessions and not to share it with any third parties. You will not use the confidential information of any participant of a group session for your own benefit except with the explicit consent of that participant.

These obligations will not apply to information which:

- has ceased to be confidential through no fault of either party;
- was already in the possession of the recipient before being disclosed by the other party; or
- has been lawfully received from a third party who did not acquire it in confidence.

The confidentiality obligations of both parties will continue after termination of this agreement.

Resolving problems

In the unlikely event that there is a problem with the services, please contact me as soon as possible and give me a reasonable opportunity to sort out any problems with you and reach a positive outcome.

I may at my option vary or re-perform the services if there is a problem and the terms of this agreement will apply to any re-performed services.

Nothing in this contract affects your statutory rights.

End of the contract

If a services description specifies a length of time for services to be provided, then subject to the below, the services will terminate at the end of that timeframe.

If I provide services to you on an ongoing basis and the relevant services description does not specify a timeframe then either you or I may terminate the services by one month's written notice to each other.

Either you or I may terminate the services and this contract immediately if:

- the other party commits any material breach of the terms of this contract or a services description and, in the case of a breach capable of being resolved, the breach is not resolved within 30 days of a written request to do so. The written request must expressly refer to this clause and state that this contract will be terminated if the breach is not resolved; or
- the other party commits or threatens to commit or is threatened with any act of insolvency under the Insolvency Act 1986.

If I decide in my absolute discretion that we are not a good fit for each other, I may terminate this contract immediately on notice, in which case I shall give you a partial refund for any elements of the services which you have paid for in advance and which you have not received.

If this contract is ended it will not affect my right to receive any money which you owe to me under this contract and it will not operate to affect any provisions that expressly or by implication survive termination.

Limit on my responsibility to you

Except for any legal responsibility that I cannot exclude in law (such as for death or personal injury), I am not legally responsible for any:

- losses that were not foreseeable to you and me when the contract was formed that were not caused by any breach of these terms on my part
- loss of business, loss of profits, loss of management time and loss of business opportunity.

My total liability to you is limited to the amount of fees, if any, paid by you for the services.

Disputes

I shall try to resolve any disputes with you quickly and efficiently.

If you and I cannot resolve a dispute using my internal complaint handling procedure and either of us want to take court proceedings, the relevant courts of England and Wales will have exclusive jurisdiction in relation to this contract.

The laws of England and Wales will apply to this contract.

In the event of a dispute between us, you and I agree not to engage in any conduct or communications, including on social media, designed to disparage my or your website, products and services.

Entire agreement

These terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, assurance or warranty given by or on behalf of me which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

Third party rights

No one other than a party to this contract has any right to enforce any term of this contract.