



Terms and Conditions of Agreement for Coaching Services

for the edition of these **Terms and Conditions** refer to the footer on this and every page.

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Revision Notes

Edition	dated	Summary of revisions
this edition	2024-01-01	



1. Parties and Defined Words

- 1.1. Defined words are capitalised and emboldened in the text below. Other words have meanings attributed to them by common English usage.
- 1.2. The parties to this agreement are the **Coach**, (also: me, I) Anna Emilia James (Ania James) and the **Client** (also: you)
- 1.3. Note: the term “Big Change” and the device on the header of this page are nothing but a logo that I use to represent myself personally.
- 1.4. The **Terms and Conditions** - this document, comprising Sections 1-15
- 1.5. **Email** - communication between **Coach** and **Client** by electronic mail.
- 1.6. The **Agreement** - Our agreement for coaching. It comprises
 - 1.6.1. These **Terms and Conditions**
 - 1.6.2. An exchange of **Emails**.
- 1.7. **Website** - my website, through which I describe and offer my services as a life coach. <https://aniajames.com> (other organisations’ websites are referred to without bold type)
- 1.8. **Coaching Minds** - an organisation accredited by the European Mentoring and Coaching Council (**EMCC**) and the Association for Coaching, and with Silver Level approval with Coaches and Mentors of South Africa. (COMENSA) The **Coaching Minds** website is at <https://coachingmindsglobal.com/> Their privacy policy is here: <https://www.coachingmindsglobal.com/privacy/> Their code of professional practice is here: <https://drive.google.com/file/d/1QOOSRAA59H9BUS4kFh7HsJrbdF5Copzv/view?usp=sharing>
- 1.9. **Global Code of Ethics** - the code published by the **EMCC** and available here: <https://www.emccglobal.org/leadership-development/ethics/>
- 1.10. **Privacy Policy** - My [privacy policy](#), as published on the **Website**. (Other organisations’ privacy policies are referred to here without bold type)
- 1.11. **Notion** - A database productivity platform whose terms and privacy statement is available here: <https://www.notion.so/Terms-and-Privacy-28ffdd083dc3473e9c2da6ec011b58ac/>
- 1.12. **Google Meet** and **Google Drive** - Web-based meeting and storage platforms whose privacy statement is available here: <https://policies.google.com/privacy>



2. Acceptance and Termination of the Agreement

- 2.1. The **Agreement** is made by the exchange of **Emails** between the **Coach** and **Client**. The exchange refers to the incorporation of these **Terms and Conditions** and comprises an offer by the **Coach** including a pricing structure taken together with a positive response from the **Client**. The edition of the **Terms and Conditions** as published on the **Website** may change from time to time, but if so, such changes will be logged, and dated archive copies will still be available. The edition current at the time of the exchange referred to above will remain applicable unless and until a further exchange of **Emails** specifically updates the relevant edition.
- 2.2. The **Agreement** may be terminated by either party in accordance with part 11 below.

3. Coaching Sessions

- 3.1. Our sessions will be governed by your visions and goals, and we will discuss and progress with the agenda you set for each session.
- 3.2. Our sessions will be of value to you only to the extent that they are open and honest.
- 3.3. At times I may challenge you on your limiting beliefs. This process is part of a normal coaching journey and is aimed at helping you get past any blocks or fears you may be facing. The intention will always be to seek to make a positive difference and in case you feel uncomfortable by such challenges, I encourage open discussion, so that concerns will be resolved, leaving you in a good place at the end of each session.
- 3.4. Some of our sessions may consist of exercises to assist your thinking and I may offer you various materials and tools.

4. Confidentiality and Recordings

- 4.1. Everything discussed within our sessions is strictly confidential and will only be shared with a third party in accordance with the following exceptions:
- 4.2. Confidential information will only be shared:
 - 4.2.1. With statutory authorities local to you where any information you have shared indicates a threat of harm to others.



- 4.2.2. With statutory and/or voluntary authorities local to you where any information you have shared indicates a threat of harm to yourself.
- 4.2.3. With my supervisor at **Coaching Minds**, solely for the purposes of my own continuing professional development, support and feedback. (not as training material for other coaches)
- 4.3. I may ask to record video and/or audio in our sessions. I will never start a recording before receiving your permission. These recordings will be for my personal reflection only. You may refuse, or ask for such recordings to be stopped and/or destroyed at any time while or after the recording is in process, and I will comply immediately without reservation. If I record our conversation, the recording stays on my personal computer only and will be deleted after my reflection - usually within 28 days of the session.
- 4.4. I use **Google Meet** for web meetings because I understand that, unlike Zoom, Google does not require me to allow them access to audio/videos made on their platform, however, I am not responsible for that possibility which may change or have changed.

5. My Professional Status and Coaching Minds

- 5.1. I am a Certified Transformational Coach with **Coaching Minds** following completion of their 165 hour **EMCC**-Accredited Practitioner Level 5 Programme in 2023. Members of the public are welcome to join the Coaching Minds Hub where further information is available about that organisation, the ethical and business governance standards which I follow, and information about the practice of coaching.
- 5.2. I am Accredited as a Practitioner with **EMCC**.
- 5.3. I have other qualifications as shown on the **Website**.
- 5.4. As well as operating through the **Website**, I have a “Coaching Room” at **Coaching Minds** which you are welcome to visit. My business, ethical and disciplinary standards are identical, whether I operate by reference to the **Website**, or through **Coaching Minds**.



6. Minors and Vulnerable People

- 6.1. I take the safety and well-being of young individuals and vulnerable people very seriously. If during our coaching conversations, I come to believe that you (my **Client**) are a minor or otherwise vulnerable, I will discuss that situation openly with you.
- 6.2. I may withdraw from our **Agreement** in cases where I do not believe that my professional competence is sufficient to serve you appropriately. In such cases, please refer to item 11.4.2 below.

7. Privacy and Data Protection

- 7.1. My **Website** has a statutory **Privacy Policy**. It describes the storage and use of visitor data within the environment of the **Website**. It may change from time to time without notice.
- 7.2. Outside the Website environment:
 - 7.2.1. I keep the minimum contact information necessary to keep in touch within you in my personal (Google) electronic address book.
 - 7.2.2. I do not use any automated mail handling system. If you get an email from me, then I wrote it personally in the course of my professional relationship with you.
 - 7.2.3. I am committed to keeping your e-mail address, phone number, and other contact information confidential. I do not and shall not sell, rent, or lease any contact or client lists to third parties.
 - 7.2.4. I will not share it in any circumstances unless legally required to do so.
 - 7.2.5. I keep client session notes in a (paper) notebook (which I keep securely) and as images and text on the **Notion** platform. My account with **Notion** is a personal (not a shared) account and I am not a member of any **Notion** groups or teams. I do not use **Notion**'s AI facilities. I do not share this information with any other organisation other than as described in "Confidentiality and Recordings" above.



7.3. Any information I share with **Coaching Minds** will be used stored, and destroyed in accordance with their privacy policy.

8. Pricing and Payment

- 8.1. **Coach** and **Client** have agreed a pricing structure as recorded by the exchange of **Emails** as described above under “Acceptance and Termination of the Agreement” above.
- 8.2. The pricing structure recorded in the exchange includes the amount, means of payment and when fees are due.
- 8.3. There will be no hidden or retrospectively applied fees or expenses.
- 8.4. The pricing structure will remain in force until agreed otherwise by a subsequent **Email** exchange, and will never change without a notice period of at least two sessions or one month - whichever is the greater.

9. Cancelling a Coaching Session

- 9.1. Both/either party may cancel a coaching session, with at least 24 hours' notice. If you cancel in this way then the session can be rescheduled.
- 9.2. Failing to cancel with such notice may result in the termination of this agreement and of your coaching.

10. Refunds

- 10.1. No refunds for coaching will be given that has taken place unless it has been proven that there has been a breach of the **Global Code of Ethics**.

11. Term

- 11.1. The term of this **Agreement** is not defined unless specified as part of the pricing structure in the exchange of **Emails** referred to above.



- 11.2. Whether or not the term is defined, this **Agreement** can be terminated at any point by either party. In case of termination, any outstanding fees are still due for sessions held in accordance with the pricing structure unless waived by the **Coach** in an **Email**.
- 11.3. The **Client** may terminate verbally or by **Email**. If terminating verbally within a session, that session is still payable, and the termination shall be confirmed by **Email** exchange. If you wish to terminate by **Email** only, then at least 48 hours' notice is required to avoid fees on the next session. No reason is required formally although I hope that you would give me some feedback in such circumstances.
- 11.4. The **Coach** may terminate the **Agreement** on any of the following grounds:
 - 11.4.1. By mutual agreement when you feel that your goals have been met and your coaching journey, for the time being, is complete.
 - 11.4.2. If I feel that your requirements are outside my competence. In which case I will always recommend alternative assistance and a handover arrangement for your consideration.
 - 11.4.3. If you have failed to give 24 hours' notice of session cancellation.
 - 11.4.4. If I am obliged to share confidential information with Statutory or Voluntary Authorities as described above.

12. Liability

- 12.1. The **Coach** shall not be liable to the **Client** or to third parties in connection with this **Agreement**, whether in contract, tort (including negligence) or otherwise
 - 12.1.1. For any loss arising out of any event beyond the **Coach's** reasonable control (including data breaches)
 - 12.1.2. For any indirect loss.
 - 12.1.3. For any loss associated with actions taken by the **Client** as a result of the coaching unless such action has been taken on the specific advice of the **Coach**. (Note that part of the Code of Conduct for Coaches is that we do not give advice, so for this to be the case, I would already have breached my Code of Conduct)



- 12.2. The **Coach's** aggregate liability to the **Client** and third parties in connection with this **Agreement** whether in contract, tort (including negligence) or otherwise shall not exceed the value of the fees paid by the **Client** under this **Agreement** to the date of the event that precipitated the liability.

13. Complaints Procedure

- 13.1. In an unregulated profession, I voluntarily submit my practice to the authority of **Coaching Minds** with the aim of providing an excellent service to you on your journey. I am bound by the code of professional practice of **Coaching Minds** including their disciplinary procedures.
- 13.2. If you ever wish to raise a complaint about any aspect of my coaching services, please let me know and we will try to resolve your complaint quickly and efficiently.
- 13.3. In case we cannot resolve your complaint ourselves, you may escalate your complaint to **Coaching Minds** via email at centre@coachingmindsglobal.com

14. Intellectual Property

- 14.1. All intellectual property rights (including without limitation copyright) in the material contained and given to you (including without limitation all templates, guidance notes, photographs, videos, and all other documents), together with **Coaching Minds'** brand, text and graphics belong to the **Coach** and/or **Coaching Minds**.
- 14.2. You may retrieve and display the content and materials provided on a computer screen, store such content in electronic form on disk and print copies of such content for your own personal, non-commercial use, provided you keep intact all copyright and proprietary notices.
- 14.3. All rights are reserved. The **Client** may not reproduce, modify, copy or distribute or use for commercial purposes any of the materials or content provided without written permission.



15. Severance and Governing Law

- 15.1. This **Agreement** shall be governed by and construed in accordance with English law. Any disputes shall be subject to the exclusive jurisdiction of the English courts, to which both **Parties** submit.
- 15.2. If any provision of this **Agreement** is held to be unlawful, invalid or unenforceable, that provision shall be deemed severed and the validity and enforceability of the remaining provisions of this **Agreement** shall not be affected.