

TERMS AND CONDITIONS RELATING SPECIFICALLY TO
LAUREN CLARE'S BREAK-UP, DIVORCE AND LEGAL COACHING ("LCC")

These terms and conditions should be read carefully by the client intending to receive coaching prior to any session. Should the client have any questions they must let LCC know.

1. Sessions and Location:

- 1.1 Session dates and times will be arranged between Client and LCC in advance.
- 1.2 Client and LCC will agree the scope of the divorce coaching Client is seeking at Client's initial consultation and at the beginning of each session thereafter.
- 1.3 Sessions can take place at LCC's clinic in Fleet, or in Client's own home, or at a neutral venue, or by way of telephone calls, or via an online visual mechanism such as Zoom or Skype.
- 1.4 Please note that LCC's coaching is not counselling, psychotherapy or psychoanalysis and nor does LCC provide mental health services or advice. It is not, and is not to be used as, a substitute for appropriate professional advice. It is Client's responsibility to seek professional guidance for legal, medical, financial, business, mental health or other specific matters from an appropriate, professional adviser.

2. Fees:

- 2.1 LCC's hourly rate is £95, including VAT, which is payable in advance. LCC's hourly rates are subject to change and 30 (thirty) days' prior written notice will be given.
- 2.2 Travel expenses and LCC's time are charged for any sessions held outside LCC's clinic in Fleet.
- 2.3 Client will be responsible for the booking of and the cost of any consultation venue outside LCC's clinic in Fleet.
- 2.4 Where travel expenses and LCC's time are to be charged for, these will be discussed and agreed with Client, in writing, in advance of the coaching session.
- 2.5 Payment for a coaching session must be received in full by LCC no less than 48 (forty-eight) hours before the time agreed for the session.
- 2.6 Payment must be made by bank transfer, or through Stripe, though LCC reserves the right to alter the payment mechanism from time to time.

3. Cancellation and Missed Sessions:

- 3.1 If Client is unable to attend a session, the Client is asked to please let LCC know as soon as possible. If Client simply fails to attend a session or does not give the required notice of not less than 48 (forty-eight) hours, LCC reserves the right to retain the fees paid in full.
- 3.2 It is important that the sessions start at the agreed time. If Client is late for a session, the session will in any event be deemed to have started at the agreed time.



4. Liability:

- 4.1 LCC's coaching is provided with all reasonable care, skill and with experience. Subject to that, LCC does not accept any liability to Client.
- 4.2 LCC gives no warranty as to what Client may achieve as a result of LCC's coaching. Client is responsible for the actions he / she does or does not take following the coaching received by Client.
- 4.3 To the extent permitted by law, LCC's maximum aggregate liability in acting for Client is capped at what is recoverable by LCC under its professional indemnity insurance cover from time to time; a copy of the relevant policy is available, on request.

5. Confidentiality:

- 5.1 Any information Client passes to LCC is entirely confidential and will not be disclosed to others, save in circumstances in which LCC's withholding of information might result in harm to Client or others, or lead to legal proceedings of any kind, or as may be required by the law. It is, of course, not possible to protect the confidentiality of information that is transmitted electronically through emails and computers connected to the internet that do not utilise security or encryption protection.
- 5.2 In the event that sessions are conducted in a group format, Client agrees to maintain the confidentiality of all information communicated to Client by LCC and by LCC's other coaching clients; any breach of such Confidentiality by Client would be regarded as a Data Breach under the Data Protection Act, 2018 and under General Data Protection Regulation ("GDPR") and thus would be reportable to the Information Commissioner's Office.
- 5.3 LCC will deal with all information it receives from Client in accordance with the provisions of the Data Protection Act 1998 and of any alterations to it or replacement of it, from time to time.
- 5.4 Client consents to LCC holding personal information that LCC collects in relation to Client and processing it in any form and transferring it (excluding sending by email) but only for the purposes of providing LCC's services.
- 5.5 Otherwise, LCC will not disclose Client's confidential information unless required by law, a court of competent jurisdiction or any governmental or regulatory authority.

6. Terminations:

- 6.1 Client may terminate the coaching relationship at any time, on the giving of appropriate written notice, at least 48 hours prior to any scheduled appointment. LCC reserves the right to retain the fees paid in full for cancellations made less than 48 hours before a booked session.
- 6.2 In the event that the LCC terminates the coaching relationship, then, as far as possible, LCC will give Client reasonable written notice and will explain the reasons to Client.
- 6.3 LCC reserves the right to suspend or terminate the coaching relationship, in the event that Client commits a breach, termination to become effective 5 (five) days after LCC has emailed Client with a request that Client complies with these Ts&Cs but Client has not so complied.

A handwritten signature in purple ink, consisting of a large, stylized 'L' followed by a cursive flourish.

- 6.4 Termination by LCC shall not prejudice LCC's right to damages that LCC could claim from Client in the event that LCC suffers harm as a result of Client's breach.
- 6.5 In the event of a termination, all Client's data will be deleted upon Client's written request, or as prescribed by law.
- 7. Refunds**
- 7.1 If Client cancels a scheduled appointment, LCC will refund to Client any pre-paid fees, provided always that client has given LCC the courtesy of at least 48 hours' notice in writing.
- 7.2 If LCC cancels clients scheduled appointment, LCC will refund to Client any pre-paid fees, and as far as possible, LCC will give client 48 hours' notice in writing.
- 7.3 If Client cancels a scheduled appointment with less than 48 hours' notice, then Client may receive a full or partial refund depending on the Client's particular circumstances, though this would be entirely of the sole, unfettered discretion of LCC who will review the matter on an individual basis, and LCC may also require a medical certificate in the case of illness.

