



Discovery Call Terms and Conditions

1. Definition

- 1.1 In these Terms and Conditions the following definitions apply:
- 1.2 "Coach" refers to Emily Lee who is teaching the Client at Speaking Voices
- 1.3 "Client" refers to yourself or your child who is receiving a Session / Sessions
- 1.4 "Session(s)" refers to the tuition given to the Client

2. General

- 2.1 The decision of a Client to request a Session from the Coach shall form acceptance of these terms and conditions
- 2.2 These terms and conditions relate between the Client and Coach.
- 2.3 If any part of these conditions is held to be illegal, invalid or unenforceable in any respect such invalidity, illegality or unenforceability shall not prejudice the effect of the rest of these conditions to the extent that they are valid, legal and enforceable.

3. FREE Discovery Call

- 3.1 Before Clients book any session(s) with the Coach, all Clients can have a free 15 minute discovery call if they choose.
- 3.2 All Discovery Calls are booked online via the website
- 3.3 The calls will be held via telephone or on Zoom.
- 3.4 Calls are subject to availability and the length of the call may vary within the 15 minute time frame.
- 3.5 The Coach will try to adhere to the time booked for the Discovery Call, but there is no guarantee that the Coach will make the phone call at that chosen time.
- 3.6 Accepting the T&Cs of the Discovery Calls means that the Client will be added on to our email marketing system but the Client can opt out at any time.
- 3.7 If the Coach, tries to ring the Client 3 times but without avail then the Discovery Call is marked as missed and the Client will have to rebook another call.
- 3.8 If the Client wishes to rearrange the Discovery Call, the Client can do this via the original confirmation email sent to them.
- 3.8 If the Client wishes to cancel the Discovery Call, the Client can cancel the call online themselves within a 12 hours of the booking. Any time after that, the Client will have to email the Coach via hello@speakingvoices.com
- 3.9 If the Client is repeatedly booking free 15 minute discovery calls and is found to abuse the online booking system, their number and personal details will be reported to the authorities.
- 4.0 Any type of abuse from the Client during the Discovery Call, will lead to the Client being banned from any Speaking Voices' services and the call will end immediately.