



Voice Sessions 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. This will be held via telephone or on Zoom.
- 3.2 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.
- 3.3 There is also a 30 Minute Free Discovery Call available. To gain a 30 Minute Free Discovery Call is only through the email subscription service after a feedback form.
- 3.4 Calls are subject to availability.

4. Sessions

- 4.1 All Sessions between the Coach and Client will be via Zoom online or face to face. There may be extra charges for face to face Sessions.
- 4.2 Payments for all Sessions must be pay up front or the pre-planned Session is not confirmed.
- 4.3 One Session is 60 minutes.
- 4.4 The date and time of the Session will be booked by the Client via the online booking system. A text and/or email confirmation will be sent to the Client.
- 4.5 Reminders for the session will be sent via text and/or email up to the date of the Client's session.
- 4.6 Any subsequent Sessions that the Client has, can be booked on the online booking system. It is the duty of the Client to book their subsequent sessions using the online system. If there are any problems with the online booking system, this must be communicated to the Coach.
- 4.7 If a Client wishes to cancel or rearrange a Session, 48 hours need to be given in advance.
- 4.8 If the Client cancels within 48 hours, then the Session will be deducted and the Client will lose that Session that they have paid for and booked; unless it is an unforeseen circumstance and is agreed with the Coach otherwise.



- 4.9 No adjustments shall be made for time lost because of late arrival by the Client.
- 4.10 If the Coach needs to cancel a Session, the Client will be informed and the Session will be rearranged to suit both the Coach and Client.
- 4.11 A session may ended with immediate effect by the Coach, if the Coach notices any inappropriate behaviour by the Client or actual or potential conflict of interest.
- 4.12 It is the Client's responsibility to take action during the session and in-between sessions, to ensure that they see an improvement in their progress.
- 4.13 There may be tasks for the Client to complete in-between Sessions however the Client is not obliged to complete them.
- 4.14 Discounts are given upon the company's discretion. These can vary from seasonal discounts to the company's annual anniversary. The discounts are only valid for a limit period.

5. Data Protection and Confidentiality

- 5.1 All Sessions between the Coach and Client are confidential.
- 5.2 The Coach follows the General Data Protection Regulations (GDPR). All personal details are confidential and will be kept for the statutory of 7 years and disposed of once thereafter.
- 5.3 The Coach will not share or sell any details with any other person.
- 5.4 All personal information between the Client and the Coach at all times will be confidential.
- 5.5 Any misuse of the Coach's data above will face sanctions for breaching data protection.

6. Law

- 6.1 These Terms and Conditions and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England & Wales.
- 6.2 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).