



## Speak Packages Terms and Conditions

### 1. Definitions

- 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
- 1.5 “Package” refers to the set amount of Sessions, the Client is going to book or has booked.

### 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 Calls are subject to availability.

### 4. Sessions

- 4.1 All Sessions between the Coach and Client will be via Zoom online or equivalent online platforms.
- 4.2 One Session is for 60 minutes.
- 4.3 The date and time of the first session will be booked by the Client via the online booking system. A text and/or email confirmation will be sent to the Client.
- 4.4 Reminders for the session will be sent via text and/or email up to the date of the Client’s session.
- 4.5 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.
- 4.6 If a Client wishes to cancel or rearrange a Session, 48 hours need to be given in advance.
- 4.7 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.
- 4.8 No adjustments shall be made for time lost because of late arrival by the Client.



4.9 If the Client does not show up within 15 minutes of the allocated time slot, then the Session will be cancelled, and the Session will be counted.

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.

## **5. Packages and Materials**

5.1 Full payment of the Package must be made a week before your first Session.

5.2 Once paid, the availability of the Session is a least one week in advance.

5.3 When purchasing a package, you can book your first Session with the Coach. This can be done via our online booking system, via email or telephone.

5.4 If the Client buys the Advanced Package, all 5 x 60 minutes must be booked and used within 2 Month from date of the first session.

5.5 If the Client buys the Professional Package, all 10 x 60 minutes must be booked and used within 4 Months from date of the first session.

5.6 If the Client buys the Ultra Package, all 15 x 60 minutes must be booked and used within 6 Months from date of the first session.

5.7 There is an option to buy an extension for the packages if the client feels they need for time to complete all their sessions.

5.8 Booking the Advanced and Professional Packages allow the customer to various materials for the package purchased.

5.9 All materials given to the Client are for educational purposes and are not to be redistributed.

## **6. Face To Face Sessions**

6.1 These sessions are only available to Londoners who live in Zone 1 – 6.

6.2 This fee will be calculated based upon the distance and time of travel.

6.3 Clients can pay online or with an invoice addressed to them.

6.4 Clients who pay with an invoice must pay the company any monies owed before the sessions can start.

6.5 The client must pay the monies owed to the following details, account number **28728826** and sort code **236972**, payable to Speaking Voices.

6.6 The client must arrange the time and location for each of the sessions for the Coach.

6.7 Fees are calculated according to the times stipulated in the session agreed and no adjustment shall be made for time lost because of late arrival by the Client.

6.8 The Session will be counted if the booking of the face-to-face session is cancelled within 48 hour's notice.



6.9 If payments via invoice aren't made by the due date, a daily surcharge of 10% will be added onto the total fee. This will jeopardise the Client's future sessions with the Coach and the Coach can terminate all services for the Client at any given time.

6.10 These sessions can be combined with online sessions, however, no monies are returned when opting for an online session when face to face sessions have been paid.

## **7. Exchanges and Refunds**

7.1 No exchanges for other packages are allowed.

7.2 No refunds are given.

## **8. Discounts**

8.1 Discounts are only given to email subscribers who have subscribed to my emails. These can vary from seasonal discounts to the company's annual anniversary.

8.2 Discounts are given upon the company's discretion.

8.3 Only one coupon code can be redeemed per person.

8.4 The coupon code on the email must be entered into the 'Have a coupon code?' field on the booking page for the discount to be deducted from the order.

8.5 The Expiry time and date of discount will be stated on each email provided.

8.6 The discount codes can only apply to the Professional and Ultra courses.

## **9. Data Protection and Confidentiality**

9.1 All Sessions between the Coach and Client are confidential.

9.2 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.

9.3 The Coach will not share or sell any details with any other person.

9.4 All personal information between the Client and the Coach at all times will be confidential.

9.5 Any misuse of the Coach's data above will face sanctions for breaching data protection.

## **10. Law**

10.1 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.

10.2 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).



## **11. Client Disclaimer**

11.1 When the Client understands that when booking a Session(s), it is not a substitute for professional mental health care or medical care and the Session(s) are not intended to diagnose or cure any mental health or medical conditions.

11.2 When the Client understands that when booking a Session(s), the Session(s) do not provide a qualification and understands the Session(s) are not licensed by any UK body.

11.3 During the Free Consultation Call, the Client accepts that the use of technology, through the telephone or online video platforms is not always 100% secure.

11.4 During the Session(s), the Client understands that all comments are ideas given are their own. Any advice given by the Coach is solely to aid the Client to achieve their goals and hereby understand that results are not guaranteed.

11.5 As well as this document, the Client has read the Privacy Policy and the Disclaimer and understands the necessary actions will be taken if Speaking Voices is required by law to provide personal information.

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