

**LIFE**, by Hannah.

## Terms & Conditions of Engagement

Firstly, I am delighted that you have chosen me to help you attain your goals and I very much look forward to working with you.

Please read my Terms & Conditions of Engagement carefully prior to purchasing your coaching sessions. By making payment you agree to these Terms & Conditions.

### Fees

My fees are as follows:

Initial 15 minute consultation – Free

Block of 6 x 30 minute sessions - £245

Single 30 minute session - £45

Block of 6 x 60 minute sessions - £325

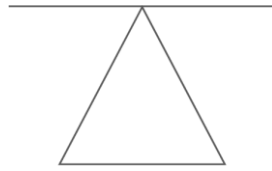
Single 60 minute session - £60

If you book a block of sessions then payment for the block is required prior to the 1<sup>st</sup> session. If you book a single session, then payment is required prior to that session taking place.

All payments are non-refundable.

### Payment Methods

Payment is most easily made via PayPal by clicking the PayPal button found on the **Book Online** page at [lifebyhannah.co.uk](http://lifebyhannah.co.uk). Please contact me for my details if you would prefer to pay via BACS or cheque. Fees paid by BACS or cheque must be cleared prior to the session.



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## Rescheduling Policy

Once payment has been made, fees are non-refundable. If you need to reschedule a session, then 24 hours' notice is required. To reschedule your session, simply send me an email or call me. If I am unavailable, then leaving a voice mail is acceptable.

If you request to reschedule a session within 24 hours of the due start time, or if you are unavailable when I attempt to contact you at the time of our session, then the fee for that session is forfeited.

If I reschedule a session within 24 hours of the due start time, then you will receive a complimentary session (in addition to the number of sessions you have purchased).

## Refund Policy

For your coaching journey to be successful it is necessary for us to maintain regular contact (I advise weekly or fortnightly and this will be agreed between us prior to working together). When a block of 6 sessions is booked all sessions must be completed within an 18 week-period. If they are not, then any remaining sessions are forgone, and it will be necessary to purchase additional sessions as required.

All purchases are non-refundable.

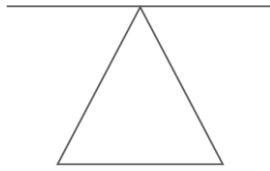
## Cancellation/Withdrawal

If you decide for any reason that you wish to cancel any coaching sessions that you have purchased, please confirm your intentions by emailing me at [lifebyhannah@outlook.com](mailto:lifebyhannah@outlook.com). Unfortunately, any cancelled sessions will not be refunded.

## Disclaimer

I am a Life Coach and do not offer Counselling, Mentoring or Therapy. I am not a qualified Psychologist or health care professional and therefore my coaching does not replace the care provided by such professionals. If whilst working together I believe that you would benefit from one of the aforementioned therapies, I will make that clear to you.

My commitment to my clients is to always listen, encourage, support, challenge, inspire and empower. I will always endeavour to provide the best service that I can. Clients understand that they are 100% responsible for their progress and results of their coaching journey. I make no representations, warranties or guarantees verbally or in writing. The Client understands that because of the nature of coaching, the results experienced by each client may significantly vary.



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## Confidentiality

Any information shared between us (the Client and *Life, by Hannah*) will be held in the strictest confidence and will not be shared with third parties.

## Intellectual Property

All Intellectual Property rights of *Life, by Hannah* and *lifebyhannah.co.uk* are owned by Hannah Pike. All rights reserved. Resources provided to the client or downloaded from *lifebyhannah.co.uk* or any other digital platform are intended for the client's individual use only. No part of any resource or document may be reproduced, edited, shared, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission. The Client is not authorised to use any of *Life, by Hannah's* intellectual property for commercial purposes. If known Intellectual Property infringement has occurred, then legal action may be taken.

## Privacy

*Life by Hannah* takes your privacy seriously. To view our privacy policy please click [here](#).