



The Primal Zone: Terms and Conditions

Please find below all the terms and conditions for coaching provided by The Primal Zone, including: 1 to 1 personal coaching, remote online and group coaching, plus weekend retreats and other associated coaching activities.

All coaching services and communication, email or otherwise, delivered by The Primal Zone, as well as information on the website, blog, podcast and other forms of social media platforms has been created to help the client become more self-aware and able to utilise life skills and tactics in everyday situations.

Coaching is not a substitute for professional mental health care or medical care.

The term 'coaching' as here used covers all aspects of information shared from coach to client.



Coaching Disclaimer – to be accepted by the client

I understand and accept that any coaching services or suggestions I will receive during or outside of coaching sessions are not offered as a substitute for professional mental health care or medical care and are not intended to diagnose, treat or cure any mental health or medical conditions. I also understand that any coach I work with is not acting as a mental health counsellor or a medical professional.

I understand that I am fully responsible for any results of actions that I take as a result of coaching provided. I accept that all suggestions and techniques offered by my coach are solely for the purpose of aiding me in achieving the goals/targets I have set with my coach. I have the ability to give my informed consent, and hereby give consent to my coach to support me but accept and understand that results are not guaranteed.

I accept that coaching is currently an unregulated industry and that my coach is not licensed by any governing body in the UK even though the sessions may take place in or delivered from the UK.

I accept that my coach will completely protect ALL information I disclose as confidential unless I state otherwise in written or email form. I also accept that if I have reported any illegal activities or that a person's life is in direct danger then it is my coaches' responsibility to disclose this information to the appropriate authorities. I also acknowledge that my coach would have to disclose this information as requested by legal authorities.

I understand and accept that forms of technology such as: email, text/Whatsapp, phone, video conferencing and other technology, including online applications are not always secure and I accept the risks of confidentiality.

I declare that I have agreed to the terms in this document in sound mind and body.

Name: _____

Signature: _____

Date: _____



Coaching Duration

1 to 1 coaching sessions can be booked up to a maximum of 2 months in advance of starting and with agreement of the coach or trainer.

The number, duration and frequency of sessions will be discussed and agreed with myself and my coach before 1 to 1 coaching commences.

Programme Duration

I understand that if I take a programme of coaching sessions that there may be a time limit on the course to be mutually agreed (i.e. a 12 week course over 12 weeks). I agree to take the sessions within this time and understand I will forfeit any sessions not taken within this set time period unless specifically discussed with my coach.

I understand that all sessions will either be in person at an agreed location, by phone or video conference or other medium depending upon the coaching subject matter.

Between Sessions

Through the sessions the coach may assign the tasks or exercises to complete between coaching sessions. There is no obligation for these tasks to be completed, but not doing so may slow the progress of the desired personal outcomes. Brief contact in between sessions is completely fine in the form of text or email feedback on the understanding that the coach may or may not be able to return contact immediately. However, continual contact or a more in-depth request required will be classed as a partial session and will incur an additional fee in relation to time taken.

Confidentiality

I understand that all information I provide is in strict confidentiality and will never be shared with anybody (business or otherwise) unless I personally request or give my coach permission to do so.

I also understand that I will not share any Primal Zone content with any third party, and I acknowledge that doing so is a material breach of this Agreement. I am responsible for



maintaining the confidentiality of all such information and I agree to make every reasonable effort to prevent unauthorised third-parties from accessing such information and I agree to notify The Primal Zone immediately of any unauthorised use.

Programme Fees / Payments

Programme fees are to be paid in advance. Fees can be paid online by debit or credit card using the PayPal payments systems or by bank transfer. Where receipts are requested by the client, they will be sent by e-mail unless otherwise requested.

Cancellations/ rearranging sessions and late fees

I agree and accept that there is a 24-hour cancellation policy, to which I have to notify that I am unable to attend and receive confirmation from my coach. I agree that if I cancel with less than 24 hours' notice that I will pay the full session fee.

The Primal Zone agrees that they and any associates will provide at least 24 hours' notice upon a cancellation of a session. If less than 24 hours' notice the coach will provide the next session free of charge.

I agree and accept that it is my responsibility to start the session on time and that the session will finish on time regardless should I not arrive on time. If I am late, I also agree to pay the full coaching fee.

I understand I may be eligible for a refund of the amount paid by me, provided I have not accessed any part of The Primal Zone programme and I email sheila@theprimalzone.com stating the reason for the refund request, no later than three (3) days after the Enrolment Date of my Primal Zone Membership (the "Grace Period"). The Primal Zone will refund my monies within 72 hours if agreed.



Early Termination

In such circumstances, as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, The Primal Zone can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given either immediate or reasonable notice of termination and all monies paid will be refunded within 72 hours.

Name: _____

Signature: _____

Date: _____