

TERMS AND CONDITIONS, DISCLAIMER

Bookings and Payment

Sessions must be booked and confirmed in advance. A booking is confirmed upon receipt of payment or written confirmation from the Coach.

- Fees are as published on our website or as agreed in writing prior to commencement.
- Payment is due prior to or at the time of booking, unless otherwise agreed.
- We accept payment via PayID into a nominated bank account.
- All prices are in Australian Dollars (\$AUD) and are inclusive of GST.

We reserve the right to update our fees with reasonable notice. Price changes will not affect sessions already paid for.

Cancellations and Rescheduling

We understand that plans can change. Our cancellation policy is as follows:

- Cancellations or rescheduling requests made more than 48 hours before a session will be rescheduled at no charge.
- Cancellations made within 24 hours of a session the full session will be charged, unless exceptional circumstances apply (at our discretion).
- If the Coach needs to cancel or reschedule, you will be given the earliest possible notice and offered an alternative time or a full refund.
- No-shows without notice will be charged the full session fee.

To cancel or reschedule, please contact: thriveandsurvivelc@outlook.com or 0413 633 095.

Recording of Sessions

As the Client, you agree not to record sessions (audio, video, or otherwise) without the prior written consent of the Coach. The Coach and Client may take hand written notes as required during the session.

The Coach may ask for the Client's permission to record the session for note taking audio transcribe purposes.

Client Responsibilities

To get the most from coaching, you agree to:

- Attend sessions on time and be prepared to engage
- Take responsibility for your own decisions, actions, and outcomes
- Communicate honestly and openly with your Coach
- Notify us promptly if your circumstances change in a way that affects the coaching relationship
- Treat the Coach with respect and professionalism

Intellectual Property

All materials, resources and content provided by the Coach are the intellectual property of Thrive and Survive Life Coaching and are for your personal use only. You must not reproduce, distribute, share, or commercialise any materials.

Termination

Either party may end the coaching relationship at any time by providing written notice. If the Client terminates a pre-paid package, a pro-rata refund for unused sessions may be considered at our discretion.

We reserve the right to terminate services immediately, without refund, if the Client behaves in a manner that is abusive, threatening, or otherwise inappropriate.

Disclaimer

My coaching services provided are intended for personal development, growth, and support. They focus on offering actionable strategies, practical tools, and general insights to help you achieve your personal and professional goals.

These services are not intended to diagnose, treat, or cure any mental health conditions and should not be considered a substitute for professional mental health care. If you are experiencing mental health concerns or require counselling or therapy, you are strongly encouraged to seek the assistance of a licensed therapist, counsellor, psychologist, or other qualified mental health professional who can provide appropriate care and treatment.

By booking and participating in my coaching sessions, you acknowledge and agree that:

- Coaching is a collaborative, goal-oriented process focused on personal development.
- You are fully responsible for your own decisions, actions, and results.
- Any strategies, suggestions, or insights provided are not guarantees of specific outcomes.

You further agree not to hold me, as the coach liable for any decisions made or actions taken as a result of the coaching sessions, and for any resulting outcomes. This agreement confirms your understanding of the scope and limitations of coaching services.

Changes to These Terms

We may update these Terms and Conditions from time to time. Updated terms will be posted on our website with a revised effective date. Your continued use of our services after any changes constitutes acceptance of the updated terms.