

## **1:1 COACHING - TERMS AND CONDITIONS**

Welcome to London Speech Workshop. This document outlines our way of working and what you can expect from us.

### **Client/ Coach Relationship**

We are committed to supporting you to be a strong and confident communicator. We use our techniques to help you to increase effectiveness, clarity and engagement in your communication. Together with your coach you will create a plan that works for you. You will always be able to discuss the shape of your sessions and change or adjust your course programme throughout.

We promise to provide you with a place of support, positive feedback and a safe and stimulating environment.

All LSW coaches are fully trained in the Serlin Method™ and have extensive training and experience in voice and speech. Like most work of this nature, there are no guarantees and the process works better the more effort you put in. Therefore we ask you to engage with the process and put work in between sessions. We know this can be difficult with your busy lives, but it will be worth it. We are not doctors or therapists. If something occurs in which we feel you need to work with a speech therapist or other trained professional we will discuss this with you.

### **Cancellation and Rescheduling Policy**

We have a strict 2 business day cancellation/rescheduling policy in place. This offers a degree of flexibility to our clients as well as protecting our coaches and respecting their time. While there is a minimum 2 business day cancellation policy we appreciate you giving as much notice as possible so that we can try to refill your session. For the purpose of this policy, and in order to protect our coaches, please note that sickness is regarded as a cancellation.

### **Validity**

All courses are valid for 12 months from the date of purchase. All sessions must be booked within this 12 month window. Thereafter, any unbooked sessions shall be considered expired. When paying in instalments, should payment of an instalment be delayed for longer than 3 consecutive



months, sessions may be resumed but will be chargeable at the current business rate on the day of payment. When signing up for a repeat course, if payment is made after 3 months has passed, sessions may still be booked in but will be chargeable at the current business rate. We reserve the right to change our prices by amending our published price list.

### **Recordings**

We may occasionally record sessions for in house training purposes. Please note, should we opt to record a session for this purpose, we will always ask for your consent which will be recorded in accordance with GDPR.

We do allow clients to record their course sessions for personal use only. Under no circumstances should recordings be shared, published, broadcasted or made available to other individuals by any means. Your coach reserves the right to pause the recording at any time if deemed inappropriate and an alternative solution will be explored (such as note taking).

### **Refunds**

As a consumer, you have the right to cancel a contract for the provision of services at any time before 30 calendar days have passed from the day after the package was purchased if no sessions are utilised. Any such cancellations must be provided to us in writing e.g. an email request to [office@londonspeechworkshop.com](mailto:office@londonspeechworkshop.com). If we have already started fulfilling our side of the contract, i.e. delivering the sessions and course manual we will deduct the price of individual sessions (at the time of purchase) from your total package price prior to calculating your refund plus £100 to cover the course manual and administration costs. You will not be refunded any discounts.

Thank you.

We look forward to working with you!