



Pragmatic PMO Limited Coaching & Mentoring Terms & Conditions

The terms and conditions below apply to all coaching and mentoring services provided by Pragmatic PMO Limited ("PPMO") to any individual or organisation ("the client") and constitute the contract for the service to be provided by PPMO for the client. The term 'coaching' as here used covers personal coaching, executive coaching and business coaching for clients and where applicable includes mentoring or supervision services provided for clients, coaches or others.

In return for the fees payable by the client (or by a third party on their behalf), PPMO agrees to provide the service as described below and in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third party pays the fees, the third party counts as an agent acting on behalf of the client).

The date that the first coaching session takes place shall be deemed to be the start date for the service. Participation by any individual in the first coaching session constitutes acceptance of these terms and conditions.

PPMO will seek to enable the client to set and achieve goals that will help to bring about desired outcomes for the client. The client has sole responsibility for any decisions they may make following coaching with PPMO. PPMO accepts no liability for the client's actions. PPMO has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or to achieve their desired outcomes or goals.

All documentation and information supplied to PPMO by the client in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, save where required by law.

All personal data supplied by the client will be held as per our Privacy Policy.

PPMO and the client will be required to sign a confidentiality agreement at commencement of coaching. PPMO will respect the client's privacy and seek written permission before disclosing they are a client.

Sessions are each a minimum of one hour (to be agreed between PPMO and the client at the

commencement of the session or beforehand), and charged by the half hour thereafter.

Coaching will take place between the client and their coach by video call (set up by PPMO) or telephone (with the client responsible for telephoning PPMO at agreed times).

Face-to-face (venue by mutual agreement) can also be arranged. Where coaching takes place at a mutually agreed venue the client will be liable for any costs incurred by PPMO at that time.

If the client needs to rearrange a coaching session, they should provide at least 48 hours' notice. No refunds will be given to clients for unused coaching sessions unless 48 hours' notice has been given. In exceptional circumstances PPMO may need to rearrange a coaching session; in these circumstances PPMO will use reasonable endeavours to provide a mutually satisfactory alternative appointment the client.

The charge is £70.00 +VAT per hour, chargeable to include preparation and follow-up actions by PPMO (if applicable). Purchase order or advance payment required.

Where a client pays for a session, or sessions, in advance they must have the coaching session(s) that they have paid for within 6 months of the payment, or their fee is forfeited.

In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, PPMO 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 reasonable notice of termination by PPMO where practicable will be refunded any advance payments made for coaching sessions not yet provided.