

# Terms & Conditions

**Effective Date:** 1st September 2025

The following terms and conditions (the "Terms") shall govern and be the binding contract between Kate Dodd Coaching (the "Service") and its clients. Mocodo Ltd t/a Kate Dodd Coaching owns and operates the Service: a professional coaching practice.

By engaging our coaching services, booking discovery calls, or using our website, you confirm that you have read, understood, and agreed to be bound by these Terms.

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**A DISPUTE RESOLUTION CLAUSE IS INCLUDED IN THESE TERMS THAT HAS A LEGAL EFFECT ON YOUR RIGHTS REGARDING HOW TO RESOLVE DISPUTES BETWEEN THE SERVICE AND YOU (THE CLIENT) IF THEY WERE TO ARISE.**

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## Nature of Coaching Services

Kate Dodd Coaching provides professional coaching services designed to help women build confidence, master difficult conversations, and create careers they truly desire. Our services include:

- Individual coaching programmes
- Group coaching and masterminds
- Digital products and resources
- Workshop facilitation

**Coaching is not therapy, counselling, or mental health treatment.** If you require therapeutic support, we will provide appropriate referrals to qualified professionals.

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## Booking and Payment Terms

### Programme Fees

All programme fees are clearly stated in your coaching agreement. Payment options include:

- Payment in full (with discount applied)

- Monthly payment plans as specified in your agreement

## Payment Methods

We accept:

- Bank transfer
- Credit/Debit cards via Stripe

## Payment Schedule

- Full payments: Due within 7 days of signing agreement
- Monthly payments: Due on the same date each month as your first payment
- Late payment fee of £50 applies to overdue monthly payments (after 7-day grace period)

## Refund Policy

- **Discovery calls:** No charge, no refund required
  - **Paid programmes:** 14-day cooling-off period from date of first session for full refund
  - **After 14 days:** No refunds available, but payment plans can be paused in exceptional circumstances
  - **Digital products:** No refunds once accessed/downloaded
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## Scheduling and Session Policies

### Session Scheduling

- Sessions are scheduled via Acuity, Calendly or mutual agreement
- Minimum 24 hours notice required for rescheduling
- Sessions missed without 24 hours notice are forfeited

### Cancellation Policy

- **Client cancellation:** 24 hours notice required or session is forfeited
- **Coach cancellation:** Alternative time offered within 48 hours
- **Emergency cancellations:** Handled case-by-case with makeup session provided

### Programme Duration

- Programmes have specified timeframes (e.g., 6 months for Leadership Transition Accelerator)
- Sessions must be used within the programme timeframe

- Extensions available for £150 per additional month
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## **Client Responsibilities and Expectations**

### **Commitment Required**

- Attend scheduled sessions punctually
- Complete agreed actions between sessions
- Engage honestly and openly in the coaching process
- Respect the coach's time and professional boundaries

### **Confidentiality from Client**

- Coaching conversations are confidential
  - Client may not record sessions without explicit written consent
  - Client agrees not to share proprietary frameworks, tools, or methods with third parties
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## **Coach Responsibilities and Limitations**

### **Professional Standards**

- Maintain appropriate professional boundaries
- Provide coaching within scope of expertise
- Respect client confidentiality (subject to legal limitations below)
- Deliver services as outlined in coaching agreement

### **Confidentiality Limitations**

Confidentiality may be broken if:

- Client poses risk of harm to themselves or others
- Disclosure is required by law
- Client provides written consent for specific disclosure

### **Scope Limitations**

Kate Dodd Coaching does not provide:

- Mental health therapy or counselling

- Legal advice
  - Financial advice
  - Guaranteed career outcomes
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## Intellectual Property

All coaching frameworks, tools, methodologies, and materials (including The CLEAR Method, BRIDGE Method, and all programme content) are the intellectual property of Kate Dodd Coaching and are protected by copyright.

Clients may use materials for personal development but may not:

- Reproduce or distribute materials commercially
  - Use frameworks in their own coaching or training practice
  - Share proprietary content with unauthorised third parties
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## Limitation of Liability

Kate Dodd Coaching, its owner, and affiliates shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from coaching services. This includes but is not limited to:

- Career decisions made based on coaching conversations
- Financial losses from career changes
- Relationship impacts from boundary setting
- Business interruption or lost opportunities

**Maximum liability is limited to the amount paid for services.**

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## Professional Boundaries

### Appropriate Communication

- Professional communication via agreed channels (email, scheduled calls, messaging platforms)
- Emergency support as specified in programme terms
- Response times: 24-48 hours for non-emergency communications

## **Inappropriate Requests**

The following are outside the scope of service:

- Personal relationship advice unrelated to career
  - Requests for personal references or recommendations without prior agreement
  - Communication outside agreed channels or timeframes
  - Requests for therapeutic or medical advice
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## **Termination of Services**

### **Client Termination**

- 14 days written notice required
- Refund policy applies as stated above
- Outstanding session credits forfeit upon termination

### **Coach Termination**

Services may be terminated if client:

- Fails to make required payments
- Behaves inappropriately or disrespectfully
- Fails to engage constructively in the coaching process
- Makes unreasonable demands outside scope of service

**In case of coach termination, refund calculated on a pro-rata basis for unused sessions.**

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## **Data Protection and Privacy**

We comply with UK GDPR requirements:

- Personal data collected only for service delivery
- Data stored securely and never sold to third parties
- Right to access, correct, or delete personal data
- Data retention: 7 years for financial records, 3 years for session notes

**Full Privacy Policy available separately on the website.**

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## Applicable Law

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of English courts.

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## Dispute Resolution

If Kate Dodd Coaching and you are unable to resolve any dispute through direct communication, both parties agree to:

1. **First:** Attempt resolution through good-faith negotiation
2. **Second:** Submit to non-binding mediation with a neutral mediator acceptable to both parties
3. **Third:** If mediation fails, binding arbitration with arbitrator acceptable to both parties

**Mediation and arbitration costs paid by the losing party.**

Both parties retain the right to seek injunctive relief or remedies for intellectual property infringement in appropriate courts.

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## Severability

If any provision of these Terms is found invalid or unenforceable, that provision shall be severed and shall not affect the validity of the remaining provisions.

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## Changes to Terms

We may modify these Terms to reflect changes in our services or legal requirements. Clients will be notified of material changes via email at least 30 days before they take effect.

Continued use of services after the effective date constitutes acceptance of revised Terms.

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## Contact Information

**Kate Dodd Coaching**

Email: [hello@katedoddcoaching.com](mailto:hello@katedoddcoaching.com)

Website: [www.katedoddcoaching.com](http://www.katedoddcoaching.com)

**For all disputes, cancellations, or formal notices, contact must be made in writing to the email address above.**

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*Last updated: 1st September 2025*