

Terms and Conditions

The following Terms and Conditions will apply to:

Your use of our website; our supply of programmes, products and services; and our dealings with you in general.

By entering, accessing or using our website in any way, you agree to comply with all of our Terms and Conditions. In addition, when you book any programmes, products or services from us, you will do so subject to the Terms and Conditions on this page. By proceeding with a booking, you acknowledge that you have read and understood all of these Terms and Conditions and agree to be bound by them. These Terms and Conditions may vary from time to time. You accept that you are bound by the terms and conditions current at the time when you book.

Refund/Cancellation policy

Due to the fact that we sell digital products in the form of e-books and audio recordings, as well as online courses and hybrid programmes, and they cannot be returned due to their nature, all fees paid for purchased digital products are non-refundable.

In the event that a payment plan has been agreed for any digital product purchased, we reserve the right to increase the total product fee paid to cover administration fees. This fee can range between 5 and 20% and is applied to all monthly payment plans. When choosing a payment plan, you are responsible for making

sure the agreed funds are available to be processed on the agreed dates and it is your responsibility to decide which, if any, payment option is right for you.

If you have purchased an online course or a hybrid programme in the form of a payment plan and you do not fulfil the agreed payment terms, you will lose access to all related programme materials and be excluded from any related membership group.

Any fees paid for the product to date will not be refunded.

If you purchase a programme with a 1:1 coaching element, you may reserve the right to a 14-day withdrawal period. The 14-day period takes effect from the date of signed contract, full payment or first instalment. If a 1:1 coaching session takes place within this 14 day cooling off period, and you decide to withdraw from the programme after, you will be liable for the coaching session fee.

In the event that you find that you cannot use your agreed 1:1 coaching sessions for any reason, you may suspend your remaining sessions for 1 month. If you decide to cancel the process without completing the coaching sessions and after the 1 month suspension period has passed, you will forfeit those sessions and will still be responsible for any outstanding payments.

Fees

Current fees for programmes, products and services are usually displayed on each individual programme page.

We reserve the right to change the fees/packages offered but will always honour the agreed amount for the agreed time period of any programmes, products or services that were set at the beginning of our work together. However, should you wish to continue to work with us after the completion of your initial package, there will be no guarantee that the rates will be the same.

Disclaimer

The work that we do is not licensed health care. This means that we are not a medical doctors, psychiatrists, psychologists, counsellors or social workers and you acknowledge that if you have worked with, are presently working with, or in the future decide to work with, a licensed person, you should discuss with them your decision made to engage in alternative or complementary tools and techniques. Furthermore, none of any work done with us should be construed as, nor should you believe that it is, a substitute for the advice of a licensed person. Your results may vary from those advertised. It takes real dedication to get some of the results that we use in our marketing. We don't believe in get rich quick schemes or overnight success. You acknowledge that we have not and do not make any representations as to the physical, mental, emotional, spiritual or health benefits, future income, expenses, sales volume or potential profitability or loss of any kind that may be derived as a result of your participation in the programme, product, service

or any of the programme materials and you accept and understand that results differ for each individual.

We also expressly disclaim responsibility in any way for the choices, actions, results, use, misuse or non-use of the information provided or obtained through any of our Programmes, Products, Services or Programme Materials. You agree that your results are strictly your own and we are not liable or responsible in any way for your results.

Your Choice, Your Responsibility for your Mental Health: While, through the work we deliver, you may be offered advice and other ways of looking at your problems and their solutions for your consideration. You hereby agree that whatever we discuss is only our perspective and is not binding upon you, nor is it a prescription. If you want to discuss our suggestions in relation to your mental health with someone else, you should discuss them with a licensed health care provider.

Coaching Confidentiality

You recognise that in our work together, you may divulge goals, future plans, business affairs, job information, personal and other such private information. We will not, at any time, either directly or indirectly, voluntarily use any such information for our own benefit or disclose this information to a third party. We will not voluntarily disclose that you are in a coaching relationship

without your permission.

Limitation On Liability

You recognise that we will always have your best interest at heart and will hold the space for your highest potential, operating from the mindset that anything is possible for you.

We shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of corruption of data or information or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses suffered or incurred by you as a result of you entering into this agreement and the services provided.

Our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of this agreement shall in all circumstances be limited to the total price paid by you for the programme, product or service.

If we are prevented from or delayed in performing our obligation by your act or omission or by any circumstance outside of our control, we shall not be liable to you for any costs, charges or losses sustained or incurred by you that arise directly or indirectly from such prevention or delay.

Data Protection & Intellectual Property

Ingrid Woodward Coaching LLC is the owner and licensee of all Intellectual Property Rights and all other rights to the materials and content that we use in our programmes, products and services and nothing in these terms and conditions or otherwise shall operate to transfer the ownership of the Intellectual Property Rights to such material or content to you or to any other person.

You may not at any time copy, reproduce, publish in any form, share, sell, dispose of or otherwise make available to a third party in any way any of the content or materials that we use in the programmes, products or services.

We grant to you a limited, non-exclusive, non-transferable, non-sublicensable revocable licence to use all or any of the content or material used in the programmes, products and services for the purposes for which the programmes, products or services were provided only.

You may not, without Ingrid's prior written consent make any audio or visual recordings of all or any part of the programmes, products or services. Instead, these are recorded by us and sent to you where possible and appropriate.

Privacy Policy

Our full Privacy Policy can be found [here](#).

You acknowledge and agree that some of your personal data will be processed on behalf of us as part of me providing you with our programmes, products or services.

We are mindful of the importance of upholding the security of information under our control. All data collected through the lenkalutonska.com website is stored on secure servers, and we have stringent security and confidentiality procedures covering the storage and disclosure of such information, in accordance with the Data Protection Act 1988.

Our Privacy Policy sets out the basis on which personal information collected during your use of the Site will be processed by us. Please also read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

We endeavour to take all reasonable steps to protect the privacy of your personal information. However, we cannot guarantee the security of any data you disclose online. You accept the inherent security risks of providing the information over the Internet, and will not hold us responsible for any breach of security unless this is due to our negligence or willful default. Your use of the Site signifies that you have given us your consent to transfer, store and process your personal data and your agreement to the terms of this Privacy Policy.

Information we may collect about you

We may collect and process personal information when you fill in a form on the Site, when you contact us or when you provide us with information during email and telephone consultations. This includes without limitation information provided at the time of registering to the Site, submitting your data to us and if you report a problem with the Site. We may also collect information regarding details of visits to our Site and the resources that you access. Any personal information we collect will be used by us strictly in accordance with current data protection legislation and this Privacy Policy. We will store the information we collect from you and hold it electronically or otherwise.

We do not store credit card details nor do we share customer details with any 3rd parties.

Cookies

A cookie is a small text file that is sent to your computer via your web browser when you visit some websites. We use cookies to keep track of your information during the time you view our Site. Cookies also allow us to understand who has seen which pages, helping us improve the Site and provide you with a better service. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the placement of cookies. Refusing cookies may mean that you will be unable to access certain parts of our Site.

Use of your personal information

We may use your personal information to provide you with information or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; for the purpose of informing you of changes in features to the Site; administration of the Site; and our own promotional activities.

As previously mentioned, we do not disclose information about identifiable individuals to third parties or advertisers, but we may provide them with aggregate information about our users for marketing, promotional and other purposes. We may also use aggregate information to help advertisers reach the kind of audience they want to target.

Where we store your personal data

The data that we collect from you may be transferred to and stored at, a destination outside the European Economic Area ("EEA"). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

Your rights

You have the right to ask us not to process your personal data. You can exercise your right to prevent such processing by contacting us by email on hello@ingridwoodward.me

You also have the right to see the personal data that we keep about you, on receipt of a written request, verification of your identity, and payment of a fee of £10. If you are concerned that any of the information we hold on you is incorrect or if you wish to object to the use we have made of your personal data, please contact us by email on hello@ingridwoodward.me

Other websites

Please note that this Privacy Policy only covers the Site. Any other website which is linked to or from this Site will have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with English law and the courts of England and Wales shall have exclusive jurisdiction to settle any disputes which may arise out of or in connection with this Privacy Policy.

Changes to our Terms and Conditions and/or Privacy Policy

We may modify our Terms and Conditions and/or our Privacy Policy from time to time at our sole discretion. If so, we will post revised versions on this webpage. We urge you to check this page regularly to obtain the most up to date copy. Modifications will be effective when they are posted on the Site.

Contact Us

If you have any comments or queries in connection with our Terms and Conditions and/or Privacy Policy, please email us at hello@ingridwoodward.me