

This Coaching Agreement, hereinafter referred to as “the Agreement,” is made between The Hub for Social Media Managers Ltd a company registered in England and Wales with company registration number 12143562 and whose registered office is at 1 Pastoral Road, Bromsgrove, B60 2TP (“the Coach”) and you (“the Client”) together referred to as the “Parties”

The purpose of this Agreement is to set out the details about working together so that we both are clear as to what each of our respective roles is and how our communication will take place so that our time will be positive, productive, and comfortable.

## 1. Program Description.

You have enrolled in the Ads Manager Academy Program

The cost of the Program is £1297 equal installments of £432 or a pay in full price of £997

Upon entering into this Agreement you acknowledge that full payment is required whether or not you proceed to the end of the Program.

The full details of the Course Program are as follows;

6 modules taking you through everything you need to know to create and manage Facebook™ Advertising campaigns for clients

Step-by-step tutorials showing you how to set up everything from scratch plus how to optimize and scale.

Downloadable workbooks, checklists, and guides to help you implement your learning and create a strategic campaign plan for clients.

Group Q&A Calls You'll have the opportunity to join 3 live group calls to get face-to-face support from a member of our team who is highly experienced in Facebook Ads.

## 2. Our Responsibilities.

As your Coach, our role is to:

- Ensure the lessons are as up to date as possible
- The downloads are available to you
- You can have access to ask questions in a live call with a coach on our team.

As the Client, it is your responsibility to:

- Work through the course materials
- Arrive up for any live sessions on time.
- Give 100% of your effort and fully commit to the Program.
- Promptly provide payment for the Program.
- Ask any questions you may have as directed within the group calls.

Contacting us: This is a self-directed course and any questions will be answered by a coach in one of the, optional, 3 group calls . If you have technical difficulties you may also contact us via email at [hello@thetwolauras.com](mailto:hello@thetwolauras.com) where we shall aim to respond within 48 hours Monday to Friday between 9am and 5pm.

## 3. Group Coaching Calls

You will be advised of the times and dates of all group coaching sessions in advance. In the unlikely event that we are required to change the date of

any session, you will be notified via the contact email address given within 48 hours of any session, save in the case of an emergency.

If you are unable to attend the sessions live you can watch the recordings which will be available in the training hub, within 48 hours.

#### 4. Payment

We accept payment via credit or debit card via our website or bank transfer where we have invoiced you.

We will do all that we reasonably can to ensure that all of the information you give us when paying for the services is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy (see clause 3) or breach by us of our duties under applicable laws, we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.

Your credit card or debit card will only be charged when you authorise the payments by clicking proceed through our website.

All payments by credit card or debit card need to be authorised by the relevant card issuer. We may also need to use extra security steps via: Verified by Visa, Master-card®SecureCode™, American Express SafeKey.

If your payment is not received by us we may charge interest on any balance outstanding at the rate of 4% percentage points per year above base rate and your inclusion in the Program will be suspended until your payment is received. We will email you to let you know if we intend to do this.

Nothing in this clause affects your statutory cancellations rights so far as they apply.

The price of the services:

is in pounds sterling (£) (GBP);

includes VAT at the applicable rate;

## 5. Refunds

No refunds shall apply unless you are deemed a 'consumer'.

If you are deemed a 'consumer' you have the right to cancel this contract within 14 days. Should you wish to cancel you must inform us of your decision to cancel by a clear statement using the contact details provided.

We will not start providing the services during the 14-day cancellation period unless you ask us to do so.

If you agreed for us to start providing the services during the cancellation period and coaching commences you then lose your right to cancel and will be required to pay the full price under this contract even if the cancellation period has not expired.

This does not affect your statutory rights, but once the Program has started, if you decide to withdraw at any time for any reason whatsoever, you still will remain fully responsible for the full cost of the Program, and no refund will be provided.

## 6. Confidentiality

Our Privacy Policy is available at

<https://thetwolauras.com/privacy-statement-uk/>

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

## 7. Intellectual Property Rights

We retain all ownership rights to the materials provided to you through your participation in the Program. We reserve all rights title and ownership of all materials which are provided to you for your individual use only and with a single-user license.

We do not authorise you to share, copy, distribute, or disseminate any materials received electronically or otherwise without our prior written consent. All intellectual property, including the Program materials, workbooks or any other content shall remain our property and you will not obtain any rights of ownership or other rights (of whatever nature) in the digital or other content or in any copies of it.

## 8. Disclaimer

Every effort has been made to accurately represent this course and its potential however there is no guarantee of results or outcomes using the ideas and techniques in this program.

Examples in these materials are not to be interpreted as a promise or a guarantee of outcomes.

Your potential is entirely dependent on the way you use our products, ideas and techniques. Your level of success in attaining the results claimed in our materials depends entirely upon the time you devote to the Program, your commitment, your application of its ideas and techniques, your finances, your business, your knowledge and various other skills. Since these factors differ according to individuals, we cannot guarantee your success. Nor are we responsible for any of your actions.

You acknowledge that we are supporting you in our role exclusively as a Coach providing development and coaching for educational and informational purposes only. We do not provide medical, financial or legal advice.

By signing this Agreement you are consenting to this Disclaimer.

9. Termination

Either party may terminate this contract at any time by giving the other written notice subject to the provision relating to Refunds and Payment which shall remain in full force and effect. Statutory rights will not be affected.

10. Limitation of Liability

We make no guarantees, representations or warranties of any kind or nature, express or implied with respect to the Program and in circumstances shall the Coach be liable to the Client for any indirect, consequential or special damages. Notwithstanding any damages that the Client may incur, the Coach's entire liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Coach under this Agreement for all coaching services rendered through and including the termination date. Client agrees that the Coach is not liable or responsible for any actions or inactions, or for any direct or indirect result of any services provided by the Coach.

11. Notices

Any notices given under this Agreement shall be deemed served if received by E-mail or post to the following addresses;

Email;

12. Entire Agreement

This Agreement constitutes the entire agreement between us. This Agreement may be modified or amended at any time if the amendment is made in writing and is signed by both of us. You may not assign your rights or obligations under this Agreement to anyone else. In the event that any part of this Agreement is deemed invalid or unenforceable, it shall not affect the validity or enforceability of any of the remaining portions of the

Agreement which shall be severed and remain in full force. The failure to enforce any provision of this Agreement shall not be construed as a waiver or limitation of the right to later enforce and compel strict compliance with every part of this Agreement.

## 12. Disputes

We will try to resolve any disputes with you quickly and efficiently.

If you are unhappy with:

- the services;
- our service to you generally; or
- any other matter,

please contact us as soon as possible.

If you and we cannot resolve a dispute using our internal complaint handling procedure, we will:

- let you know that we cannot settle the dispute with you; and
- give you certain information required by law about our alternative dispute resolution provider.

If you want to take court proceedings, the courts of the part of the United Kingdom in which you live will have non-exclusive jurisdiction in relation to this contract.

The laws of England and Wales will apply to this contract.

## 13. Miscellaneous

By accepting the terms of this Agreement you are agreeing to be legally bound by its terms, and acknowledge that you have read, understood and agreed

Your Program will not begin until acceptance of this document has been received, and payment has been made.