



TERMS OF SERVICE: TRANSFORM Coaching Package

By ticking the consent box during my coaching package purchase I acknowledge and give my express agreement to all of the terms below:

Your TRANSFORM Coaching package consists of 6 one hour coaching consultations, to be taken during a 12 week period, plus email support between calls with Clare Crouch, The Vibrant Health Coach.

Fees are payable in advance whether in full or as part of a payment plan.

Therefore, if you have selected the payment plan option calls must be scheduled 2 per month.

If you have selected the pay in full option, you may schedule your calls more frequently if you wish.

Cancellation policy – all payment options

Cancellation must be communicated in writing by emailing Clare Crouch at clare@vibrantlyhealthy.co.uk. You may cancel your coaching package up to 72 hours before your first coaching consultation and your prepaid fees will be refunded after deducting a £25 administration charge. If you do not communicate your wish to cancel your coaching package with Clare, and you fail to schedule any of your coaching consultations, the calls may not be carried over and no prepaid fees will be refundable.

Cancellation policy – pay in full

If you wish to cancel your coaching package less than 72 hours prior to your first coaching consultation or immediately after the first coaching consultation has taken place you may notify Clare in writing and 50% of the prepaid fee will be refunded.

Cancellation policy – payment plan

If you have selected instalment payments and cancel your coaching package less than 72 hours prior to your first coaching consultation or immediately after the first coaching consultation has taken place no prepaid fees will be refundable.

Client statements

I understand that all 6 consultations included in my coaching package are to be taken within a 12 week period from the date of registration unless otherwise agreed in writing.

I understand that although Clare may prompt me, it is my own responsibility to ensure my coaching calls are scheduled and if I do not schedule them within the 12 week period to which they relate they may not be carried over and that in such a case no refund of any prepaid fees will be made.

I understand that it is my responsibility to implement the advice I receive and if I repeatedly do not do so Clare may terminate the client-therapist relationship and that in such a case no refund of fees will be made. I understand that Clare Crouch does not claim to treat or diagnose medical conditions and that any information or advice provided by Clare Crouch is not intended to replace medical care.

If I suspect that I have an undiagnosed medical condition, I must contact my GP, or other medical practitioner, for a formal medical diagnosis.

I understand that holistic health and nutrition coaching should not be used as a substitute for a medical diagnosis and that if a medical diagnosis is required, I must contact a medical professional. Any comments, suggestions or recommendations made by Clare Crouch should not be construed as being a medical diagnosis.



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I understand that I must notify Clare Crouch of any medications I am currently taking, and any further medications that are prescribed to me during the period we are working together. Nutritional supplements and/or essential oils may be safely recommended for individuals taking pharmaceutical medications but in some circumstances there is potential for interactions. I understand that it is my responsibility to discuss this with my GP or healthcare provider.

I understand that if I am under the care of a GP, or other healthcare professional, it is important that I advise them of changes to my nutritional program and as above, use of essential oils or any supplements I wish to take in case of interactions with prescribed medications as they may need to monitor my medication requirements.

I understand that Clare Crouch, The Vibrant Healthy Coach/Vibrantly Healthy, will retain the records of my consultations for a period of time following completion of my consultations as required for insurance or other statutory reasons.

By purchasing my TRANSFORM coaching package, I acknowledge and give my express agreement to all of the statements above