Terms and Conditions & Privacy Policy

1. Agreement Overview

By purchasing this coaching program or service, you agree to the following terms and conditions. These terms outline the relationship between the client (you) and the coach (us).

2. Services Provided

- The coaching service includes one-on-one sessions & resources.
- Sessions will be conducted virtually or in-person, as agreed at the time of booking.

3. Payment Terms

- Full payment is required before the program begins unless otherwise agreed.
- Payment plans, if applicable, must be adhered to as scheduled.
- Payments are non-refundable once the program has started.

4. Rescheduling and Cancellation

- Clients must provide at least 48 hours' notice to reschedule a session.
- Missed sessions without prior notice will not be refunded or rescheduled.
- The coach reserves the right to reschedule sessions due to unforeseen circumstances, with prior notice given to the client.

5. Confidentiality

- All information shared during coaching sessions will remain confidential unless disclosure is required by law.
- Group coaching participants are expected to respect the confidentiality of others.

6. Client Responsibility

- Coaching is a collaborative process, and results depend on your active participation and commitment.
- Participants agree to complete and submit all assigned worksheets at least 24 hours prior to their next scheduled session to ensure optimal support and session flow.
- The coach is not a licensed therapist, medical practitioner, or financial advisor, and coaching is not a substitute for professional advice.

7. Intellectual Property

- All materials provided as part of the program are for personal use only and cannot be shared, reproduced, or distributed without prior written consent.

8. Limitation of Liability

- The coach is not liable for any personal, business, or financial outcomes resulting from the coaching program.
- By purchasing this program, you release the coach from all claims, damages, or liabilities.

9. Termination

- The coach reserves the right to terminate services if the client violates these terms or behaves inappropriately. Refunds for unused sessions will be at the discretion of the coach.

10. Governing Law

These terms are governed by the laws of South Africa, and disputes will be resolved under these laws.

11. Amendments

The coach reserves the right to update these terms and conditions at any time, with notice provided to clients.

Privacy Policy

1. Information We Collect

- **Personal Information**: Name, email address, phone number, payment details, and other information provided during registration.
- **Session Notes**: Information shared during coaching sessions for personalized coaching purposes.
- **Technical Data**: Information such as IP address, browser type, and usage data when interacting with our website or digital resources.

2. How We Use Your Information

- To provide and manage coaching services.
- To communicate with you regarding program updates, reminders, or resources.
- To improve our services and offer relevant content or promotions.

3. Sharing of Information

- Your information will not be shared, sold, or rented to third parties, except:
    - If required by law.
    - To process payments via secure third-party providers.
    - To provide services through trusted partners under confidentiality agreements.

4. Data Security

- We implement industry-standard security measures to protect your information.
- However, no data transmission or storage is guaranteed 100% secure, and you share data at your own risk.

5. Your Rights

- You have the right to access, update, or request deletion of your personal data.
- To exercise these rights, contact us at [your email.

6. Retention of Data

- We retain your data only as long as necessary to provide services or comply with legal obligations.

7. Cookies and Tracking Technologies

- Our website may use cookies to improve user experience. You can manage cookie settings in your browser.

8. Changes to the Privacy Policy

- We may update this policy occasionally. Changes will be effective upon posting on our website or communication via email.

9. Contact Information

For questions about these terms or our privacy practices, contact us at:
Helga Sanctuary

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