

## Terms & Conditions – Wonderful You Coaching & Digital Offers

*Last updated: [Insert Date]*

These Terms & Conditions (“Terms”) govern all 1-to-1 coaching, group programmes, digital products, and online masterclasses provided by **Wonderful You** (sole trader: Becky Hogan) to any individual or business (“Client”). By purchasing, booking, or attending any service, you agree to be bound by these Terms.

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### 1. Services Covered

- **The Visibility Studio** – 90-minute clarity & action session (online)
- **Enoughness Evolution** – 100-day coaching container (online)
- **Reignite Kit** – £27 self-led mini programme (digital)
- **Power Move Playbook** – 10-day self-coaching toolkit (digital)
- **Vault Membership** – £7/month resource library & masterclasses (forthcoming)
- Future digital downloads, masterclasses, and related coaching services delivered online

*Kids & women’s in-person workshops have separate Terms & Conditions (see Workshop T&Cs page).*

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### 2. Booking & Contracts

1. Bookings are taken via Calendly, email, or approved checkout links.
  2. 1-to-1 coaching clients receive a coaching agreement and client profile form, which must be completed prior to the first session.
  3. Digital products are delivered instantly or by email following successful payment.
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### 3. Fees & Payment

- Payment is accepted via Stripe, bank transfer, or Payhip checkout.
  - Some services offer pay-in-full or instalment plans — details are displayed at checkout or agreed in writing.
  - All fees must be paid in cleared funds no later than **7 days before** the first coaching session unless otherwise stated.
  - Instalments must be paid on the agreed dates; late payments may pause or terminate access.
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### 4. Cancellations & Rescheduling (1-to-1 Sessions)

- You may cancel or reschedule a session with **24 hours’ notice** without charge.
  - Sessions cancelled with less than 24 hours’ notice or no-shows are forfeited, unless exceptional circumstances are agreed at Becky’s discretion.
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## 5. Refund Policy

- **Digital products:** 14-day refund window (UK distance-selling) provided you have not downloaded or consumed substantial content.
  - **Coaching programmes:** 14-day cooling-off period from purchase. If coaching has begun, a pro-rata fee for sessions delivered/admin completed will be deducted.
  - After 14 days, payments are non-refundable.
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## 6. Session Recordings & Confidentiality

- Online sessions are recorded (video and audio) for quality & client reference. Recordings are stored securely on Google Drive for **12 months** and shared only with the client.
  - All coaching conversations are confidential unless Becky believes there is a risk of harm to the client or others, in which case appropriate safeguarding actions may be taken.
  - Client notes are stored securely and are not shared with third parties.
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## 7. Expected Results & Client Responsibility

Wonderful You provides tools, guidance, and support; however, results depend on the Client's commitment and actions. No guarantees are made regarding specific outcomes.

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## 8. Intellectual Property

All materials, worksheets, videos, and course content remain the intellectual property of Wonderful You. They may not be shared, sold, or reproduced without prior written consent.

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## 9. Conduct & Boundaries

- Respectful communication is required at all times. Harassment or abusive behaviour will not be tolerated.
  - Working hours are **Monday–Friday, 9 am – 2 pm (UK)**. Emails and messages outside these hours may be answered at Becky's discretion within **24 hours**.
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## 10. Data Protection

Personal data is processed in accordance with the **Wonderful You Privacy Policy** (see website footer).

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## 11. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be handled in the English courts.

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*For questions regarding these Terms, please contact Becky at **[becky@wonderfullyou.co](mailto:becky@wonderfullyou.co)**.*