



TERMS & CONDITIONS

1. Introduction

These Terms and Conditions ("Terms") apply to all individuals and organisations engaging in coaching, mentoring, consultancy, and/or training services delivered by **Sylwia Juranek** ("the Provider").

By enrolling in or attending a session, workshop, or programme, you confirm that you have read, understood, and agree to be bound by these Terms.

2. Enrolment and Booking

- Enrolment is confirmed only once full payment has been received and written confirmation (email or invoice) has been issued.
- Spaces are limited and allocated on a first-come, first-served basis.
- The Provider reserves the right to decline enrolment or participation for any reason, including over-subscription, unmet eligibility criteria, or behaviour inconsistent with the values of respect and inclusion.

3. Payment Terms

- Payment must be made in full prior to the start of any session, training, or programme unless otherwise agreed in writing.
- Accepted payment methods include bank transfer, debit/credit card, or another approved method.
- Late or incomplete payments may result in suspension or cancellation of participation.
- Where payment plans are agreed, the full balance remains payable even if the participant does not complete the programme.

4. Cancellations and Refunds

Participant Cancellation:

- Cancellations are **non-refundable**, as preparation and materials are created in advance.
- At the Provider's discretion, participants may be offered the opportunity to transfer their booking to an alternative date or event, subject to availability.

Provider Cancellation:

- In the rare event that the Provider cancels or reschedules a session, participants will be offered a **full refund** or transfer to a new date.
- The Provider is not liable for any travel, accommodation, or other costs incurred as a result of cancellation or rescheduling.

5. Attendance and Participation

- Full attendance and active participation are expected throughout the session or course.
- Participants must behave respectfully and uphold the values of inclusion, self-awareness, and professionalism.
- The Provider reserves the right to remove any participant whose behaviour is deemed inappropriate, unsafe, or disruptive.
- Removal from a session due to misconduct will result in forfeiture of any fees paid.

6. Professional Disclaimer

- Coaching, mentoring, and NLP-based training are **not therapy, counselling, or medical treatment**.
- These services are designed for **personal and professional development** and do not diagnose or treat any mental-health or medical condition.
- Participants are responsible for seeking appropriate medical or therapeutic support if required.
- By engaging in coaching or training, participants confirm that they are emotionally and psychologically able to participate.

7. Certificates and Outcomes

- Certificates of attendance or completion are issued upon full participation.
- Completion of a course does **not** constitute a formal qualification, accreditation, or license to practise NLP unless explicitly stated.
- Some tailored training programmes are **CPD registered**, and participants completing these will receive an official **CPD Certificate** recognised for Continuing Professional Development purposes.
- The Provider makes no guarantees regarding specific business, financial, or personal outcomes resulting from participation.

8. Intellectual Property

- All materials, resources, and content provided (including slides, workbooks, recordings, and exercises) are the **intellectual property** of **Sylvia Juranek**.
- Materials must not be copied, distributed, or used for commercial purposes without **prior written consent**.
- Recording of sessions (audio or video) is strictly prohibited unless agreed in writing.

9. Confidentiality and Data Protection

- All personal information and discussions within sessions are treated as confidential, except where disclosure is required by law (for example, safeguarding, serious harm, or legal obligation).
- Personal data is processed in compliance with **UK GDPR** and is used solely for the purpose of service delivery, evaluation, and relevant follow-up communication.
- Your data will never be sold or shared with third parties without consent.

10. Accessibility and Wellbeing

- The Provider is committed to creating an inclusive and supportive learning environment. Please notify the Provider of any accessibility or support needs at the time of booking so that reasonable adjustments can be made.
- In exceptional circumstances, sessions may be rescheduled to ensure participant safety and wellbeing.

- Participants are responsible for their own health and wellbeing and agree to engage in sessions with self-awareness and respect for personal boundaries.

11. Limitation of Liability

- All services are delivered with due care and professionalism, but specific outcomes cannot be guaranteed.
- Participation is voluntary, and each individual remains responsible for their own decisions, actions, and results.
- The Provider accepts no liability for any loss, injury, or perceived harm arising directly or indirectly from participation.
- Total liability is limited to the **amount of fees paid** for the relevant session or programme.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of **England and Wales**, and any disputes shall fall under the exclusive jurisdiction of the English courts.

13. Contact Information

For any questions, concerns, or requests relating to these Terms, please contact:

 sylwiajuranek@outlook.com

 www.sylwiajuranek.com