

Your Hours. Your Rules. The Group Programme: Coaching Agreement

By ticking the box on the payment form you agree to these terms and enter into a contract with Laura Fox trading as "i am Laura" of Pool, Cornwall, TR15 3FG.

1. Summary of key terms

Term	Summary
The Programme	Your Hours. Your Rules. The Group Programme. See the Schedule at the end of this agreement
Total payment if paid in full on registration	£497
Total payment if paid in instalments	£550
Instalments	2 instalments of £275. The first is paid on registration and the second one calendar month after the date of registration
Optional extras	Two 1:1 Help Me calls for £347 if you add them at checkout. Any other 1:1 hour is £350, subject to availability (see clause 3.9)
Cancellation	If you are buying as a consumer, you may cancel within 14 days of the date of this agreement (see clause 5.4)
Refunds	After the 14-day period there are no refunds (see clause 5.5)

2. Application of these terms

2.1 These terms and conditions ("Terms") apply to Your Hours. Your Rules. The Group Programme ("Programme"), operated by Laura Fox trading as "i am Laura" of Pool, Cornwall, TR15 3FG ("we", "us" or "I"). In these Terms, "Services" means the Programme and everything we provide to you as part of it. By registering to take part in the Programme you agree to these Terms. They prevail over any inconsistent terms or conditions contained or referred to elsewhere, or implied by law, trade custom, practice or course of dealing.

2.2 The agreement is between us and you, the person registering to take part in the Programme ("you"). It is subject to these Terms (the "Contract" or "this agreement"). It comes into effect when you tick the box on the payment form and we email you to confirm your registration, and it continues until it ends or expires under these Terms.

2.3 If you are buying online, the order process is:

- (a) you add the Programme to the cart, go to the checkout and make payment as directed. At checkout we may offer optional extras, which you can accept or decline
- (b) if you are paying through a third-party payment provider such as Stripe, you will be redirected to its website to pay and then redirected back to our site
- (c) we will email you to acknowledge your order and confirm whether we have accepted it
- (d) if you make an error in your order, you can email us at laura@laurafox.co.uk to correct it

2.4 You should keep a copy of these Terms for your records. We may change these Terms from time to time as set out in clause 10.3.

2.5 These Terms should be read together with our [website terms and conditions](#), our [website Privacy Policy](#) and our [Programme Privacy Notice](#)

2.6 Where you are a company or other organisation, "you" includes your officers and employees, and you must make sure they comply with these Terms.

2.7 In these Terms, "Intellectual Property Rights" means patents, copyright, trademarks, design rights, database rights, know-how and all similar rights anywhere in the world, whether registered or not.

3. The Programme

3.1 The Programme includes:

- (a) a prep week from Monday 26 October 2026, with your starting point questionnaire and access to the Mindset Bundle, and a short welcome call on Friday 30 October 2026 (the "Welcome Call")
- (b) three weekly live group coaching calls of up to 60 minutes each, on Mondays 2, 9 and 16 November 2026
- (c) four live group coaching calls of up to 60 minutes each, held on Mondays 30 November 2026, 14 December 2026, 11 January 2027 and 25 January 2027
- (d) one extra bonus live tech call of up to 60 minutes, planned for around 7 January 2027 with the date agreed during the Programme (the "Tech Call"), which, with the Welcome Call, takes you to 9 live calls in total
- (e) your three personalised workbooks, an accountability planner and a habit tracker, with a review and reflect to complete before each live call and tasks between calls
- (f) access to a private Telegram group (see clause 3.7)
- (g) the Mindset Bundle, which is meditations, visualisations and affirmations

3.2 The live calls are held on the dates in clause 3.1. The time of the Welcome Call, the start time of the Monday calls and the Zoom links will be confirmed in your welcome email. The Programme ends after the final live group call on 25 January 2027. We may change a date or time and will give you as much notice as we can. There will be a break over Christmas and the New Year. Please check your email and the Telegram group for updates.

3.3 The Programme is coaching, training and guidance only. It is not therapy, counselling, or medical, legal, financial or tax advice, and nothing we provide is advice or a recommendation about your individual circumstances. Decisions about your health and treatment remain yours and your healthcare professionals'. You are responsible for working at a pace that is right for you.

3.4 Every live call is recorded. Recordings of the group calls (including the Welcome Call) and the Tech Call are stored in a group area that all participants can access for 12 months after the final live call. Recordings of one-to-one calls are shared only with you, through Google, for the same period. If you miss a live call, you can watch the replay. Missed calls cannot be rescheduled, repeated or refunded.

3.5 Live calls start and end at the scheduled times, whatever time you join. If you are late, we may extend the call but we do not have to, and we will not refund you for any part you miss.

3.6 If we are unwell, we may reschedule a live call, giving you at least 24 hours' notice where possible. If we have to cancel a call because of illness, we will provide a replacement call at a later date. If we have a flare up on the day of a call, we will tell you as promptly as possible in the Telegram group and by email, and reschedule at the earliest opportunity.

3.7 You will be invited to a private Telegram group, and you will need to download the Telegram app. It is mainly a space for you to connect with and support the other women taking part. It has a tech channel where you can ask questions and support each other. We are in the group regularly. The Programme does not include individual voice notes or individual feedback on your work. You can reach us through the live calls or, if you have them, through the optional extras in clause 3.9. The group will close when the Programme ends. You must not invite or add anyone else to the group. Your use of the group is subject to clause 6.

3.8 We will tell you when to send in your questions for the Tech Call. Questions sent after that date may not be covered on the call.

3.9 Optional extras:

- (a) Get My Goals Sorted call: if you joined by the end of the final live training session on Friday 16 October 2026 (the fast action bonus), you receive one free 1:1 call of up to 40 minutes (worth £249)
- (b) Help Me calls: if you add them at checkout for £347 (worth £749), you receive two 1:1 calls of up to 60 minutes each, to use at any time during the Programme
- (c) any other 1:1 hour you ask for during the Programme costs £350, subject to our availability
- (d) you book these calls by emailing laura@laurafox.co.uk. You may cancel or reschedule a call by giving us 48 hours' notice. Without that notice the call is used
- (e) these calls must be used during the Programme, cannot be transferred and have no cash value. Unused Help Me calls expire at the end of the Programme and are not refunded
- (f) if you contact us beyond the scope of the Programme, we may give a brief reply free of charge. If we think more time is needed, we will tell you the time we need and the fee, and get your approval before charging

3.10 The online parts of the Programme are held on third party secure servers. We have taken all reasonable steps to make sure the online content is available throughout the Programme. If any content (including content added by you or other participants) is unavailable in whole or in part, or becomes corrupted, is deleted or fails to be stored, we have no liability, except as set out in clause 9.1.

3.11 You agree to keep your login details for the group area and any other password protected part of the Programme confidential, and not to share them. You must tell us immediately if you become aware of any unauthorised use of your account. Please take care to keep your login secure.

3.12 To use the digital materials in the Programme you need: a computer, tablet or phone with an internet connection; an up-to-date web browser; the free Zoom and Telegram apps; and software that can open PDF, Word and Google Docs files.

3.13 Access to the group area is through your personal login.

4. Payment

4.1 The total price for the Programme is set out in the summary of key terms. You can pay either in one payment of £497, or in two instalments of £275 (£550 in total). The extra cost of the instalment option reflects the increased payment processing fees across two transactions.

4.2 If you pay by instalments, the first instalment is payable on registration and the second on the date one calendar month after the date of registration. Even if you do not continue to take part in the Programme, any instalment not yet paid remains payable.

4.3 If you are paying through Stripe or a similar online payment method, you agree that we may take the second instalment automatically when it is due, without any further consent from you.

4.4 Payment is by any method shown on our site from time to time. If we send you an invoice, you must pay it in full and in cleared funds within 7 days of the date of the invoice.

4.5 Without affecting any other right we have, if any sum is not paid within 7 days of the date it is due, we may (a) charge interest from the due date until the date of payment at 4% a year above the Bank of England base rate from time to time, accruing daily and compounded quarterly, and (b) suspend your access to the live calls, the Telegram group and the group area until payment is made or the Contract ends.

4.6 The prices in the summary of key terms and in clause 3.9 include VAT, where it applies, and any other applicable taxes or duties.

4.7 You are responsible for your own equipment, internet access and any other costs you incur in taking part in the Programme.

4.8 The Mindset Bundle and the Tech Call are included in the price. They have no cash value and cannot be exchanged.

4.9 All payments are non-refundable, other than as set out in clause 5.4 (your right to cancel) and clause 5.6 (if we cancel the Programme).

5. Our obligations, cancellation and refunds

5.1 We warrant to you that the Programme and the Programme materials are of satisfactory quality and reasonably fit for the purpose for which they are supplied.

5.2 Other than as set out in clause 5.1, all warranties and representations are excluded to the fullest extent permitted by law. Because coaching depends on a number of factors over which we have no control, we do not guarantee any particular results.

5.3 We will try to make sure that all information we provide is accurate and up to date, but subject to clause 9.1 we are not liable for any claim arising from information being inaccurate or out of date.

5.4 If you are purchasing the Services as a consumer (namely where you are not purchasing wholly or mainly for the purposes of a business, trade, craft or profession):

- (a) you have the right to cancel this agreement within 14 days of the date of this agreement by emailing us at laura@laurafox.co.uk or by using the form of cancellation annexed to this agreement at Annex 1. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you cancel this agreement, we will reimburse to you all payments received from you in relation to the agreement, less any amount payable for services already supplied under paragraph (c) below and clause 5.5, within 14 days after the date on which we were informed about your decision to cancel this Contract; and
- (b) notwithstanding paragraph (a) above, you agree that we may begin the supply of digital content not on a tangible medium before the end of the cancellation period set out in such paragraph and you acknowledge that you will lose your cancellation rights in relation to such digital content; and
- (c) in relation to the provision of any services under this Contract: (i) you hereby request immediate performance of the Contract and acknowledge that you will lose your right of withdrawal from the Contract once the service contract is fully performed; and (ii) if you cancel the Contract before the services have been fully performed, you agree that you will pay for the supply of the service for the period for which they are supplied. The amount payable will be in proportion to what has been supplied, in comparison with the full coverage of the Contract.

5.5 If you cancel within the 14 days under clause 5.4, you will receive a full refund if you have not yet received any of the Programme, or otherwise a refund of what you have paid less a proportionate amount for what you have already received, as set out in clause 5.4(c). The Mindset Bundle and other digital content are included in the price, so when we work out your refund, we look only at the services you have received, and we make no deduction for the digital content. After the 14-day period, and subject to clauses 5.4 and 5.6, you are not entitled to a refund for any reason. This includes missing live calls, not using your bonuses or extras, and not using the content.

5.6 If we cancel the whole Programme (other than by rescheduling under clause 3.6 or because of an event under clause 9.5), we will refund you a fair proportion of what you have paid, based on the part of the Programme we have not delivered. This is worked out mainly by the live calls and the Tech Call we have not held.

6. Group rules and conduct

6.1 This is a group programme and everyone is here to feel supported. You agree to be respectful, kind and honest with me and with the other participants, on the calls, in the Telegram group and in the group area. Respectful disagreement is welcome. Bullying, harassment, discrimination or abusive behaviour is not.

6.2 Anything another participant shares on a call, in the Telegram group or in their workbooks is confidential to them. You must not share it with anyone outside the Programme, or use it for any

purpose other than your own participation. This does not apply to information about the Programme itself, or to your own experience of it. What you choose to share about yourself is your responsibility. Please do not share anyone else's private information without their consent.

6.3 You must not record any call, take screenshots, or copy or share the contents of the Telegram group or the group area, without my written consent. The replays I provide are for your personal use only.

6.4 Please do not promote or sell your own products, services or other groups in the Programme, unless I have invited you to.

6.5 Because the calls are live and recorded, what you say and share, and how you appear on camera, may be heard and seen by me and, on group calls and the Tech Call, the other participants (one to one calls are heard and seen only by you and me), and will be included in the recordings, which are stored and shared as set out in clauses 3.4 and 8.2. I will not use recordings of the live calls for marketing. If I ever want to use something you have shared, or your image, name or story, for marketing, I will ask for your explicit permission first.

6.6 If you seriously or repeatedly breach this clause 6, I may remove you from the Programme and the group. If I do, you will not be entitled to a refund, and any instalment not yet paid remains payable.

6.7 I am a coach. Coaching is not therapy, counselling, medical, legal, financial or other professional advice, and nothing in the Programme replaces advice from a qualified professional. You are responsible for your own health decisions and for deciding how much you take part and what you do with what you learn. Please look after yourself first and take rest when you need it.

7. Confidentiality and your information

7.1 Each of us will keep confidential any information the other tells us in confidence, or which would reasonably be seen as confidential, and will use it only for the purposes of the Programme. This continues after the Contract ends.

7.2 Clause 7.1 does not apply to information that is or becomes public other than by breach of this Contract, that we are required by law, a court or a regulator to disclose, or that we need to share with our professional advisers, who are bound by confidentiality.

7.3 Any health and wellbeing information you choose to share with me is used only to coach you and to make the Programme work for you. I treat it with particular care, as set out in the Programme Privacy Notice.

7.4 Because the Programme is a group, I cannot guarantee that other participants will keep to clause 6.2, although I will take any breach seriously and act on it under clause 6.6.

8. Privacy, recordings and intellectual property

8.1 I will look after your personal information as set out in the [Programme Privacy Notice](#). It explains what I collect, why, who I share it with (including the platforms I use to run the calls, the Telegram group and the group area), how long I keep it, and your rights. It also explains how recordings are made, who can access the replays and how long they are kept.

8.2 Every live call is recorded. Replays of the group calls (including the Welcome Call) and the Tech Call are stored in the group area, where all participants can access them for 12 months after the final live call. Replays of one-to-one calls are shared only with you, through Google, for the same period. After that they are securely deleted.

8.3 All intellectual property rights in the Programme and the Programme materials, including the calls, recordings, workbooks, planners, the Mindset Bundle, the Tech Call and everything in the group area, belong to me or my licensors.

8.4 I give you a personal, non-exclusive, non-transferable license to use the Programme materials for your own use, for the purposes of the Programme and your own business and life. You must not copy, resell, share, republish or teach the materials to others, or use them to create a competing programme.

8.5 You must not record, copy or distribute any call or any part of the group area, other than as allowed by clause 6.3.

8.6 You keep ownership of what you create and share with me. You give me permission to use what you share only to run the Programme and coach you, and I will not use it for marketing without your explicit permission.

9. Liability and things outside our control

9.1 Nothing in this Contract limits or excludes our liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for anything else which cannot be limited or excluded by law, including your rights as a consumer.

9.2 Subject to clause 9.1, we are not liable to you for any loss of profit, loss of business, loss of opportunity or any indirect or consequential loss, however it arises.

9.3 Subject to clause 9.1, our total liability to you for any claim arising under or in connection with this Contract is limited to the total price you have paid for the Programme.

9.4 You are responsible for your own decisions and for what you do with what you learn in the Programme. Because results depend on many things outside our control, including your own circumstances and health, we cannot guarantee any particular outcome.

9.5 Neither of us is in breach of this Contract, nor liable for any delay or failure to perform, where it is caused by something outside our reasonable control. That includes illness or injury (including flares of a health condition), a family emergency, a failure of the internet, Zoom, Telegram or another platform, power cuts, extreme weather, or a change in law. If this happens, I will tell you as soon as I reasonably can and will reschedule any affected live call under clause 3.6.

10. General

10.1 This Contract comes into effect as set out in clause 2.2 and continues until the Programme has been delivered, unless it ends earlier under clause 5.4, clause 5.6 or clause 6.6.

10.2 Apart from your right to cancel under clause 5.4, you cannot end this Contract early. If you stop taking part, any instalment not yet paid remains payable.

10.3 If I need to change these terms, for example because the law changes or the Programme is improved, I will tell you in writing. A change will not reduce what you have paid for.

10.4 This Contract is the whole agreement between us about the Programme and replaces anything said or written before. Nothing said on the sales page, on a call or in a message changes it unless I confirm it in writing.

10.5 You may not transfer your place or your rights under this Contract to anyone else without my written consent. I may use trusted people to help me run the Programme, and I remain responsible for them.

10.6 If any part of this Contract is found to be unenforceable, the rest still applies. If I do not enforce a right straight away, I have not given it up.

10.7 Notices must be in writing. You can contact me at laura@laurafox.co.uk and I will contact you at the email address you gave when you registered.

10.8 No one other than you and me has any right to enforce this Contract.

10.9 This Contract is governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction. If you are a consumer living elsewhere in the UK, you keep any rights you have to bring a claim in your local courts.

Annex 1: Model cancellation form

Complete and return this form only if you wish to cancel the Contract. You do not have to use this form. You can also cancel by emailing laura@laurafox.co.uk.

To: Laura Fox, i am Laura, Pool, Cornwall, TR15 3FG, laura@laurafox.co.uk

I/we* hereby give notice that I/we* cancel my/our* contract of sale for the supply of the following services: Your Hours. Your Rules. The Group Programme

Ordered on

Name of consumer

Address of consumer

Signature of consumer (only if this form is notified on paper)

Date

*delete as appropriate

Schedule: Payment and consent tick boxes

The payment form will include the following box, which you must tick before you pay:

- I agree to the Coaching Agreement (including the cancellation terms in clause 5.4) and the Privacy Notice. I want to start straight away, and I understand this changes my right to cancel. I

give my explicit consent for Laura Fox to use the health and wellbeing information I choose to share, to coach me.