Sales Coaching – Terms and Conditions

Think Lead Solutions · Last updated 5 October 2026

1. Who we are

These terms apply to coaching sessions provided by Think Lead Solutions ("TLS", "we", "us"), 503A Gulf Residence, Street 19, Oud Metha, Dubai, licence number 1503408. Sessions are delivered by Alan Bell. "You" means the person or business that books or pays for a session.

By booking or paying for a session, you agree to these terms. Questions: alan@thinkleadsolutions.com.

2. The service

2.1 Group topic sessions and Sales Clinics are 45-minute coaching sessions by Zoom video call. Group sessions have up to 10 people. All times are Dubai time.

2.2 The service is coaching and guidance. We don't sell, prospect, negotiate or make decisions on your behalf.

2.3 After a 1:1 session you receive a one-page action plan by email within one working day. Group sessions don't include an individual action plan.

2.4 1:1 sessions last up to 45 minutes. If we reach your action plan early, we'll use the remaining time to rehearse your next step. If you choose to end a session early, it counts as complete; unused time is not carried forward.

2.5 If, within the first 15 minutes, we both agree a 1:1 session isn't the right fit, we'll end it and you won't be charged (or the session will be returned to your pack).

2.6 A Must-Win Deal Review is by application. It includes a review of the materials you send, a 75-minute session by Zoom, a written deal plan within one working day, and one 15-minute check-in before your key meeting, used within 30 days of the session. We confirm whether we can take your deal before you pay. The Deal Review is paid in full when confirmed. Clauses 5, 6, 7.1 and 8 apply to it as they do to a 1:1 session, except that if you cancel after we have started reviewing your materials, we refund 50% of the fee. If you upgrade to a Deal Review within 7 days of a paid Sales Clinic, the fee you paid for that Sales Clinic is credited against the Deal Review fee. The credit applies once, to one Deal Review, and has no cash value. Sessions from a 5-pack are not eligible.

2.7 In-company training for teams is quoted separately and covered by its own written agreement.

3. Booking

3.1 Sessions are booked through our online calendar, subject to availability.

3.2 For a 1:1 session you must complete the short intake form before the session. If it isn't completed, the session may focus on gathering that information instead.

3.3 Group sessions run on fixed dates. We may cancel a group session that has fewer than 3 bookings 48 hours before it starts. If we do, we'll move you to another date or give you a refund or credit (clause 7.3).

3.4 We review your intake answers before a 1:1 session. If your problem isn't one we can help with, we'll tell you before the session and offer a refund or a different booking.

4. Prices, payment and session packs

4.1 Prices are shown in UAE dirhams (AED). TLS is not registered for VAT, so no VAT is charged.

4.2 Single 1:1 sessions and group places are paid in full by card when you book. Session packs are paid in full by card through our online payment link.

4.3 Session packs expire 3 months after the date of purchase.

4.4 Sessions not used by the expiry date lapse. They can't be refunded, extended or transferred, unless we agree otherwise in writing.

4.5 Packs are for use by the buyer only, unless we agree otherwise in writing. Pack sessions must be booked using the same email address used to buy the pack, through the private booking link we send you.

4.6 Pack sessions are 1:1 sessions (a Sales Clinic or any topic). They can't be used for group places or Deal Reviews.

4.7 Founding offers, subscriber offers and discount codes apply only as stated in the offer. They can't be combined and have no cash value.

5. Rescheduling

5.1 You can reschedule a 1:1 session free of charge if you give at least 24 hours' notice, using the link in your booking confirmation.

5.2 You can move a group place to another date for the same topic if you give at least 24 hours' notice, subject to availability.

5.3 If we need to reschedule, we'll give as much notice as possible and offer another time. The session is not counted as used.

6. Late arrival and no-shows

6.1 Sessions start and finish at the booked time. If you arrive late, the session still ends at the booked time.

6.2 If you cancel or reschedule with less than 24 hours' notice, or don't attend within 15 minutes of the start time, the session counts as used.

6.3 We may end a session if it can't usefully continue because of your conduct or lack of engagement. In that case the session counts as used.

7. Cancellations and refunds

7.1 Single 1:1 sessions and group places: full refund if you cancel at least 24 hours before the session. No refund after that.

7.2 Session packs: you can cancel a session pack for a full refund within 7 days of purchase, provided no session from the pack has been booked or used. After that, or once any session has been booked or used, the pack is non-refundable. In exceptional circumstances, such as

illness, we may extend your pack's expiry date at our discretion; we don't offer partial refunds for unused sessions.

7.3 If we cancel a session and can't offer a suitable new time, you can choose a full refund for that session or a credit towards another one.

7.4 Cancelling through the link in your booking confirmation doesn't issue a refund automatically. We'll process any refund you're entitled to within 5 working days, to the card you paid with. Your bank may take longer to show it.

8. No guarantee of results

8.1 Coaching is designed to put you in a stronger position to win business. We don't guarantee any particular outcome, including winning a deal, closing a sale, reaching a sales target or increasing revenue.

8.2 Sales results depend on many factors outside our control, including your market, your product or service, your pricing, your competitors, your prospects' budgets and decisions, timing, and how and whether you put the advice into practice.

8.3 Examples, case studies or past results we share are for illustration only. They don't promise similar results for you.

8.4 Fees are for the coaching session delivered, not for any result. They aren't refundable because a deal or sale didn't happen, or because the advice was to change course or walk away from a deal.

9. Your responsibilities

9.1 You're responsible for the decisions you make and the actions you take, during and after a session.

9.2 You agree to give accurate information, and to share only information you have the right to share. That includes information about your clients and prospects.

9.3 You're responsible for making sure your sales and marketing activity follows the laws that apply to you, including data protection, marketing and consumer protection laws.

10. Not professional advice

Coaching isn't legal, financial, tax, accounting or regulatory advice. For those matters, take advice from a suitably qualified professional.

11. Confidentiality and your data

11.1 We keep confidential the information you share about your business, clients, prospects and deals. We use it only to deliver your coaching.

11.2 We won't use your name, business name or results in marketing without your written permission.

11.3 Confidentiality doesn't apply to information that is already public, or that the law requires us to disclose.

11.4 We handle your personal data as described in our Privacy Policy: thinkleadsolutions.com/privacy-policy-134030.

12. Recordings

12.1 We record 1:1 sessions only if you agree at the start of the session. The recording, and any transcript made from it (which may be produced using automated transcription tools), is used only to prepare your action plan and follow-up notes.

12.2 Recordings and transcripts are stored securely, are seen only by your coach, and are deleted within 90 days of your action plan being sent. We never share them or use them for marketing or training without your written permission. You can ask for a copy before it is deleted.

12.3 Group sessions are not recorded.

12.4 You may not record a session without our agreement.

13. Group sessions

13.1 Anyone in a group session must keep other participants' information confidential.

13.2 Don't share confidential client or deal details in a group session. Book a 1:1 Sales Clinic for those.

13.3 We may remove anyone who is disruptive or disrespectful from a group session, without a refund.

14. Materials

Worksheets, templates and other materials we provide remain the property of TLS. You can use them within your own business. You may not resell, republish or use them to train others.

15. Our liability

15.1 Our total liability for any claim connected with the coaching is limited to the fees you paid for the session or pack the claim relates to.

15.2 We aren't liable for any loss of business, revenue, profit, contracts or opportunity, or for any indirect loss.

15.3 Nothing in these terms limits liability that cannot be limited under UAE law.

16. Changes to these terms

We may update these terms from time to time. The version in force when you book or buy applies to that booking or pack.

17. Governing law

These terms are governed by the laws of the Emirate of Dubai and the federal laws of the UAE. The courts of Dubai have jurisdiction over any dispute.