

Terms and Conditions

The Mind Coaching Academy

15 Porlock Avenue, Sutton Leach, St. Helens, WA9 4PE

Email: the.mind.coaching.academy@gmail.com

Phone: 07368 348793

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These Terms and Conditions apply to all services provided by The Mind Coaching Academy. By booking, purchasing, or using any of our services, you agree to these Terms and Conditions.

1. Our Services

The Mind Coaching Academy provides coaching, NLP-based support, mentoring, workshops, and related personal development services.

All services are provided for coaching and educational purposes only. They are not medical treatment, psychotherapy, psychiatric care, or emergency or crisis support.

2. Bookings and Payment

A booking is confirmed once payment has been made or when your appointment is confirmed in writing.

All prices will be made clear before you book.

Where a package or programme is agreed, payment terms will be confirmed in advance.

If payment is not made on time, we may cancel or pause your booking until payment is received.

3. Cancellations and Rescheduling

If you need to cancel or rearrange a session, at least 24 hours' notice is required.

If less than 24 hours' notice is given, we reserve the right to charge for the missed or late-cancelled session.

If you do not attend a session without notice, the full session fee may be charged.

If we need to rearrange a session, we will offer an alternative appointment as soon as reasonably possible.

4. Consumer Cancellation Rights

If you book online, by phone, by email, or away from our business premises as a consumer, you usually have a legal right to cancel within 14 days from the day after the contract is made.

If you cancel within that period and we have not started providing the service, you will usually be entitled to a refund.

If you ask us to begin the service during the 14-day cancellation period and then cancel before the service is fully completed, you may have to pay for the part of the service already provided.

If you expressly ask us to begin the service within the 14-day cancellation period, and you confirm that you understand your cancellation right will be lost once the service has been fully performed, then there is no right to cancel or receive a refund once that service has been fully completed.

Nothing in these Terms and Conditions affects your statutory rights.

5. Your Responsibility

You are responsible for your own decisions, actions, health, and wellbeing during and after coaching.

You agree to take part honestly and understand that results depend on your own commitment, circumstances, and application.

We do not guarantee any specific result or outcome.

6. Suitability of Service

Our services may not be suitable for everyone.

We may refuse or stop working with a client where we reasonably believe that:
the service is not appropriate for their needs;
specialist or clinical support is more suitable;
there are safety concerns; or
there is abusive, threatening, or inappropriate behaviour.

If this happens, we may end the service immediately.

7. Mental Health and Crisis Support

Our services are not a substitute for medical, psychiatric, or emergency support.

If you are in crisis, experiencing severe distress, or having suicidal thoughts, you must contact your GP, emergency services, or an appropriate crisis support service immediately.

8. Confidentiality

We will treat information shared during sessions with respect and confidentiality.

However, confidentiality may be broken where required by law or where there is a serious concern about your safety or the safety of another person.

Sessions may not be recorded without our prior written permission.

9. Online Sessions

If sessions are delivered online, you are responsible for having a suitable device, a stable internet connection, and a private space where appropriate.

We are not responsible for technical issues outside our reasonable control.

10. Liability

We will provide our services with reasonable care and skill.

Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so.

To the fullest extent permitted by law, our liability is limited to the amount paid by you for the service in question.

We are not responsible for indirect or consequential loss, or for outcomes that depend on your personal decisions, circumstances, or actions.

11. Intellectual Property

Any materials, worksheets, frameworks, downloads, or content provided by The Mind Coaching Academy remain our intellectual property unless stated otherwise.

They are for your personal use only and may not be copied, shared, reproduced, or resold without permission.

12. Complaints

If you are unhappy with any part of our service, please contact:
the.mind.coaching.academy@gmail.com

We will aim to respond within a reasonable time and try to resolve the matter fairly.

13. Governing Law

These Terms and Conditions are governed by the law of England and Wales.

Any disputes will be subject to the jurisdiction of the courts of England and Wales, unless consumer law allows otherwise.