

ONE TO ONE COACHING AGREEMENT

This Agreement ("**the Agreement**") is made on the date stated at the bottom of the Agreement between the Coach (as defined in Schedule 1) and the Client (as defined in Schedule 1 and being "**You**", "**Your**" or "**the Client**") (together, "**the Parties**").

By signing this Agreement, the Parties are agreeing to abide by the terms and conditions of this Agreement as set out below.

Introduction

In accordance with the terms and conditions set out within this Agreement including any Schedules, the Coach agrees to provide the Services as defined below to you in exchange for payment of the Fee (as defined below).

1. The Programme

- 1.1. By entering into this Agreement, you understand and accept that you are entering into a programme for the provision of coaching services (the "**Programme**") which is to be delivered by way of individual one to one sessions (the "**Sessions**") in accordance with the terms of this Agreement.
- 1.2. The Programme is detailed and shall be delivered pursuant to the terms set out in Schedule 1 to this Agreement.
- 1.3. The total cost of the Programme ("**the Fee**") which you shall pay is set out in Schedule 1 together with the payment terms.
- 1.4. Once the Initial Payment (as set out in the payment terms referred to in Schedule 1) has been received in cleared funds, the Coach shall confirm the date of the first Session.
- 1.5. This Agreement will begin when the Agreement is signed and will continue until the date set out in Schedule 1, or until the last Session is delivered, whichever is the earlier, unless the Agreement is terminated earlier in accordance with the terms set out within this document. Where the Career Transition Support Guarantee applies (see clause 7.7 and Schedule 2), this Agreement shall continue for the duration of the Guarantee Period.

2. The Services

- 2.1. The Services to be provided by the Coach as part of the Programme shall include life and career coaching services ("**the Services**") and are detailed further in Schedule 1.
- 2.2. In delivering the Services the Coach agrees to provide them with reasonable care and skill and shall ensure that the Programme is of satisfactory quality, fit for purpose, and as described.
- 2.3. In delivering the Services the Coach may engage the services of their employees, contractors, and other third-party providers as necessary.
- 2.4. The Coach will deliver the Services by way of the Sessions which will take place via Zoom unless otherwise agreed.
- 2.5. You understand and accept that it is your responsibility to schedule the Sessions with the Coach by text, WhatsApp, phone, email or other method of contact as expressly agreed by the Coach.
- 2.6. In the event the Coach is unable to attend a scheduled Session then the Coach will make all reasonable attempts to provide you with as much notice as possible and shall ensure that the Session is rescheduled to a mutually convenient time.

- 2.7. You understand and accept that it is your responsibility to attend the Sessions at the agreed time and you agree to provide the Coach with at least 24 hours' notice of any intention to cancel a scheduled Session. Where you give at least 24 hours' notice, the Coach will in good faith make all reasonable attempts to reschedule that Session to a mutually convenient time. In the event you fail to attend a scheduled Session or fail to provide the required notice, then you shall forfeit the right to that Session.
- 2.8. Any cancelled Sessions must be rescheduled and take place within 14 days, unless otherwise agreed by the Coach.
- 2.9. You accept and understand that where the Coach is waiting for you to join a scheduled Session for more than 20 minutes from the scheduled start time, the Coach will be entitled to treat you as a no show, and you will forfeit your right to that Session.
- 2.10. Should you require any further contact in addition to the scheduled Sessions and other Services as set out in Schedule 1, then such contact will be in addition to the Services agreed herein and a further agreement will need to be arranged and separate terms for payment agreed.
- 2.11. Where Sessions take place at a third-party venue, you agree to conduct yourself in a responsible manner at all times while at the third-party venue. You further accept that you shall be responsible for your belongings during your time at the third-party venue.
- 2.12. In the event that you are invited to attend in person meetings, events, retreats or similar then you shall be responsible for arranging and funding your own travel and accommodation in order to participate in such activities.
- 2.13. The Coach reserves the right to make reasonable amendments, revisions, or changes to the Programme or to reschedule any part of the Programme as is reasonably required by the Coach. Where a change is made, the Coach shall ensure that the Programme still matches the description provided to you at the time this Agreement was entered into, save that the Coach shall not be prevented from making any beneficial changes to the Programme which mean that the original description is enhanced. If a change would materially reduce what you receive, the Coach will tell you in advance and you may end this Agreement and receive a refund for any part of the Programme that has been paid for but not delivered.

3. **Your Obligations**

- 3.1. By entering into this Agreement, you are agreeing and warrant that:
 - 3.1.1. you are at least 18 years of age; and
 - 3.1.2. you are legally capable of entering into binding contracts.
- 3.2. You accept that as part of your participation in the Programme you may be required to review and make decisions concerning your personal life, business and career, finances, lifestyle, education and development and health and wellness and that any such reviews, subsequent decisions, implementation and action will be your sole responsibility and that the Coach shall not be liable for your failure to make decisions, put into action plans or strategy, or for any results whether direct or indirect arising out of your access to the Programme or any Services provided by the Coach.
- 3.3. You agree and understand that your participation in the Programme does not guarantee results or success, including securing any particular job, role or offer of employment. As part of the Programme you will have access to information, resources, people and support all designed to benefit you but it is your responsibility to take action and to implement the necessary information received and/or skills or tools shared.

- 3.4. You understand and accept that engagement in the Programme and acceptance of the Services is not a substitute for counselling or other therapy services. In the event that you are currently undergoing medical or other professional help concerning your mental health then you should inform your practitioner of the existence of this Agreement and the extent of the Services being provided and inform the Coach if appropriate and relevant.
- 3.5. You acknowledge that it is your responsibility to attend the Sessions as agreed and during such Sessions to participate fully and communicate openly and honestly.
- 3.6. You understand that, once signed, this Agreement can only be cancelled or terminated in accordance with the relevant provisions contained within this Agreement, and that refunds are only available as set out in clauses 6 and 7 or where required by law.
- 3.7. You confirm that all information provided to the Coach, including information which is personal and/or confidential, is true, correct, up to date and complete.
- 3.8. You accept and understand that any materials and information provided during the course of the Programme and delivery of the Services is for general information purposes only and does not constitute legal, medical or financial advice.
- 3.9. In the event you have any concerns as to the Coach's delivery of the Services or your participation in the Programme in any way, you agree to notify the Coach of such concerns by email as soon as possible. The Coach agrees that upon receipt of notification of such concerns the Coach will use all reasonable efforts to work with you to resolve your concerns.
- 3.10. In the event you materially fail to comply with this clause 3, the Coach shall be entitled to terminate this Agreement in accordance with clause 7. This does not affect any statutory rights that may apply.

4. **Payment Terms**

- 4.1. The Fee for the Programme is as set out in Schedule 1.
- 4.2. Payment of the Fee shall be made via Monzo / Stripe or such other method as the Coach may confirm to you in writing.
- 4.3. Any deposit payable shall be non-refundable unless the Coach fails to deliver the Programme by reason of their own fault or failure, or a refund is due under clause 6.2 or clause 7.6, or is otherwise required by law.
- 4.4. Where you wish to make payment of the Fee by credit or debit card then you authorise the Coach to charge your debit or credit card to obtain payment of the Fee. In the event payment is rejected by your debit or credit card provider, or payment fails, but you have still received access to the Programme then you agree to be responsible for payment of the Fee within 7 days from access to the Programme being provided.
- 4.5. Where the Coach issues you with an invoice, the Fee (or relevant instalment) must be paid prior to your Session.
- 4.6. Time shall be of the essence in respect of the payment of the Fee, any instalment of the Fee and/or any deposit.
- 4.7. The Fee shall be paid without any deduction or any withholding except as may be required by law.

5. **Late Payment**

- 5.1. You are responsible for ensuring that payment of the Fee or any instalment of the Fee is paid in full and on time in accordance with the payment terms referred to in Schedule 1.

- 5.2. Without prejudice to any other right or remedy that the Coach may be entitled to, where your account is more than 7 days overdue the Coach shall be entitled to withhold delivery of the Services until payment has been made in respect of the outstanding amount.
- 5.3. In the event your account is 14 days overdue then the Coach shall be entitled to cancel the Agreement and to instruct a collection or legal agent to seek recovery of the Fee along with interest and any reasonable costs incurred.

6. **Refunds and Your Right to Cancel**

- 6.1. Except as set out in this clause 6, in clause 7 or where required by law, the Fee is non-refundable. Nothing in this Agreement affects your statutory rights as a consumer.
- 6.2. **Cooling-off period.** Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have the right to cancel this Agreement within 14 days of the date it is signed, without giving any reason. To cancel, you must notify the Coach in writing by email to **info@klneeson.com** before the end of the 14 days.
- 6.3. If you ask for Sessions to begin during the 14-day cooling-off period and then cancel, you will receive a refund of the Fee paid less a proportionate amount for the Services provided up to the point you told the Coach you wished to cancel. If all the Services have been fully delivered within the cooling-off period at your request, you will lose the right to cancel.
- 6.4. Any refund due under this clause 6 will be made within 14 days of the Coach receiving your notice to cancel, using the same payment method you used, unless agreed otherwise. On cancellation your access to the Programme and the Services will end.

7. **Cancellation and Termination**

- 7.1. This Agreement may be terminated by either party providing written notice in accordance with the terms of this Agreement in the following circumstances:
 - 7.1.1. either Party commits a material breach which is capable of remedy, and the Party in breach fails to remedy the breach within 14 days of being notified of the breach by the other Party;
 - 7.1.2. either Party commits a material breach which is incapable of being remedied; or
 - 7.1.3. you provide the Coach with 14 days' notice to cancel this Agreement. Please note that, outside the cooling-off period in clause 6.2 and the guarantee in clause 7.6, you will remain liable for payment of the full Fee despite giving notice of cancellation.
- 7.2. The Coach reserves the right to terminate this Agreement with immediate effect, and without refund, if you:
 - 7.2.1. fail to pay any amount due in respect of the Fee as and when it becomes due and do not pay within the period set out in clause 5.3;
 - 7.2.2. have a bankruptcy petition presented against you or are subject to a bankruptcy order; or
 - 7.2.3. are subject to any of the circumstances set out in clause 7.3.
- 7.3. The Coach will be entitled to limit the Services or suspend and/or terminate the Agreement without refund of any Fee, whether paid or remaining due and payable, if the Coach reasonably determines, having first raised the concern with you in writing and given you a reasonable opportunity to address it (save where your behaviour is abusive, in which case no warning is required), that you are:

- 7.3.1. becoming disengaged, disruptive or impairing the participation or progress of the Programme and/or provision of the Services. For the purposes of this Agreement the terms disengaged and disruptive shall be given their ordinary dictionary meaning and examples of such behaviour shall include, but not be limited to, repeatedly requesting Sessions to be rescheduled without reasonable justification or reason, repeatedly ignoring or failing to respond to emails or other messages, or communicating in a way which is abusive or intended to cause offence; and/or
- 7.3.2. materially failing to follow or abide by any of the terms set out within this Agreement or any other terms or guidelines as may be agreed in writing.
- 7.4. Upon termination of this Agreement for any reason:
 - 7.4.1. your access to the Programme, all Services, access to any private social media accounts or groups, and any other online resources, will be removed, unless expressly agreed otherwise. The Coach will not be liable to you for any claims relating to the removal of that access;
 - 7.4.2. any Fee or other monies owed to the Coach by you will become immediately due and payable;
 - 7.4.3. any terms of this Agreement which either expressly or by their nature relate to the period of time after termination and/or after the Services have been delivered shall remain in full force and effect; and
 - 7.4.4. both Parties agree to stop using, either directly or indirectly, any Confidential Information, and shall immediately return to the other any documents in their possession or control which contain any Confidential Information.
- 7.5. In the absence of any earlier termination in accordance with this clause, this Agreement will terminate on the date set out in Schedule 1 or, where the Career Transition Support Guarantee applies, at the end of the Guarantee Period.
- 7.6. **Money Back Guarantee.** Notwithstanding the provisions of clauses 7.1 and 7.2, the Coach offers a money back guarantee on the following terms:
 - (a) If, within the first 30 days of the Programme start date, you can demonstrate that you have fully engaged with the Programme by attending scheduled Sessions, completing all agreed tasks, and making reasonable efforts to implement the guidance provided, and you reasonably believe that you have received no value or benefit, you may request a refund of the Fee.
 - (b) Any request for a refund under this guarantee must be made in writing to the Coach within 30 days of the Programme start date, clearly stating the reasons for dissatisfaction and evidence of your engagement with the Programme.
 - (c) Where the Coach, acting reasonably, is satisfied that the conditions of this clause have been met, a full refund of the Fee paid shall be issued within 14 days of written confirmation.
 - (d) This guarantee is strictly limited to the initial 30-day period of the Programme and shall not apply thereafter.
- 7.7. **Career Transition Support Guarantee.** Where you have purchased the full Career Transition Programme package, the Career Transition Support Guarantee set out in Schedule 2 applies. Schedule 2 forms part of this Agreement.

8. **Confidentiality, Intellectual Property and Data Protection**

- 8.1. For the purposes of this Agreement Confidential Information shall mean personal information, ideas, any business practices, materials, content, data, software, documents, resources, video and audio recordings, presentations, downloads, podcasts, workbooks, methods, concepts and techniques, plans, trade secrets and any other confidential and/or proprietary information ("**Confidential Information**").
- 8.2. In order to maximise the efficiency and results of the Programme you accept that you will be encouraged to disclose personal and/or Confidential Information. The Coach understands and respects the value of such information and shall not, either directly or indirectly, communicate or disclose, make available to, or use for their own benefit or for the benefit of any other person or entity, your Confidential Information that you may disclose or that may be disclosed as part of your participation in the Programme, other than to the Coach's employees, contractors, agents or advisors, to the extent necessary for delivery of the Programme.
- 8.3. Confidential Information for the purposes of this Agreement excludes any information that:
- 8.3.1. was already known to the Coach prior to being provided with that information by you;
 - 8.3.2. is already accessible in the public domain;
 - 8.3.3. is provided to the Coach by a third party separately from this Agreement and without any breach of the terms of this Agreement; or
 - 8.3.4. is produced, developed, or collated by the Coach independently of you and without any breach of the terms of this Agreement.
- 8.4. In the event information is provided to the Coach by you which causes the Coach to fear that you are at risk of danger to yourself or others then in such circumstances the Coach will be permitted to disclose such information as is necessary for your protection or the protection of others.
- 8.5. By entering into this Agreement, you agree and undertake from the date of this Agreement:
- 8.5.1. not to infringe any of the Coach's copyrights, patents, trademarks, trade secrets or other intellectual property rights;
 - 8.5.2. that any Confidential Information disclosed by the Coach is confidential and proprietary, belongs solely and exclusively to the Coach, and may only be used by you as expressly authorised by the Coach, and that nothing within this Agreement constitutes a transfer of any intellectual property or grant of a licence or any right to use unless expressly set out in this Agreement or expressly agreed by the Coach in writing;
 - 8.5.3. not to disclose, communicate, reproduce, distribute, make available to or use for your own benefit, whether personally or commercially, and whether directly or indirectly, the Coach's Confidential Information and any other materials and resources provided during delivery of the Programme, or use it or them in any manner other than as necessary as part of your participation in the Programme;
 - 8.5.4. not to use any of the Coach's Confidential Information or other Content for any purposes which are unlawful, would cause harm or distress to another person, or would cause damage to the Coach's business or reputation; and
 - 8.5.5. that the reproduction, distribution and/or sale of any Content, whether Confidential Information or not, provided during provision of the Services or at any time thereafter by anyone but the Coach is strictly prohibited. You agree that in the event of any breach of your obligations contained in this Agreement then damages, loss or irreparable harm may

arise and that in such circumstances the Coach will be entitled to seek relief, including injunctive relief, against you.

- 8.6. As part of the delivery of the Services the Coach grants to you a personal, limited, non-transferable, non-exclusive, revocable licence to access and use any information, materials and resources ("**Content**") provided as part of the Programme solely for your private and personal use. Your licence becomes valid upon payment of the Fee and any other monies owing. Where any of the Content provided by the Coach contains intellectual property belonging to a third party and not the Coach, the use of that Content will be governed by that third party's terms and it shall be your responsibility to seek consent to use that material.
- 8.7. No recording of any of the Programme Sessions or any live webinars or video resources that are shared by the Coach as part of the Programme is permitted without the Coach's express consent. The Coach will not record any Session without first telling you and obtaining your agreement.
- 8.8. For the purposes of this Agreement, Personal Data shall mean any information relating to you from which you can be identified, directly or indirectly ("**Personal Data**").
- 8.9. The Coach is the controller of the Personal Data you provide in connection with the Programme or this Agreement. Your Personal Data will be collected, stored, accessed and processed in accordance with UK data protection law, including the UK General Data Protection Regulation ("**UK GDPR**"), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, each as amended from time to time (including by the Data (Use and Access) Act 2025) (together, "**Data Protection Law**"). The Coach will only process your Personal Data to the extent reasonably required to deliver the Services, to administer this Agreement and to comply with legal obligations. For full details of how your Personal Data is collected, used, stored and shared, and of your rights, please refer to the Coach's privacy notice at <https://klneeson.com>.
- 8.10. Information you share during coaching may include information about your health or wellbeing, which is special category data under Data Protection Law. The Coach will only use such information to the extent necessary to support you during the Programme and will handle it with additional care.
- 8.11. The Coach agrees to keep all Personal Data secure and to protect it against loss and destruction, including accidental loss, and any unlawful or unauthorised processing, and to only retain your Personal Data for as long as is necessary to deliver the Programme and Services and to comply with any legal or regulatory requirements.
- 8.12. If you have any concerns or complaints about how the Coach uses your Personal Data, please contact the Coach first at info@klneeson.com so that your complaint can be acknowledged and dealt with. You also have the right to complain to the Information Commissioner's Office (ico.org.uk).
- 8.13. The confidentiality obligations set out above shall not apply where it is necessary for the Coach to disclose information in connection with legal proceedings or prospective legal proceedings, to obtain legal advice, where required by law, or where the Coach has been directed to do so by a court or other body of equivalent jurisdiction.
- 8.14. **Testimonials.** The Coach is grateful to receive testimonials, comments, reviews, images, or similar information ("**Client Content**"). Providing Client Content is entirely optional and is not a condition of this Agreement. The Coach will only publish your Client Content, or anything that identifies you, with your separate agreement, and will publish it honestly and without altering its meaning. You can withdraw your agreement at any time by emailing the Coach, after which the Coach will remove your Client Content from any materials within the Coach's control within a reasonable time.
- 8.15. The obligations set out within this clause 8 shall survive the termination of this Agreement.

9. **Liability**

- 9.1. You accept and acknowledge that entering into this Agreement and compliance with the provisions of this Agreement does not constitute or imply any relationship other than as set out within this Agreement.
- 9.2. The Coach warrants that the content of the Programme is of satisfactory quality and reasonably fit for the purposes for which it is intended to be used, as described on the Coach's website and in this Agreement.
- 9.3. As part of the Programme, you will have access to information designed to benefit you but it is your responsibility to take action and to implement the necessary information received and/or the skills or tools shared. Since your success and any results are dependent on factors which are outside of the Coach's control, the Coach does not guarantee that any particular results or success will be achieved.
- 9.4. The Coach has made every effort to accurately represent the Programme and the Services. Any testimonials and/or examples of results experienced are not intended to represent or guarantee that anyone will achieve the same or similar results. Each individual's success depends on many factors, including their background, dedication, desire, motivation and the employment market at the time.
- 9.5. The Coach will not be liable to you for any losses which were not a foreseeable result of the Coach breaching this Agreement, or for any business losses.
- 9.6. Subject to clause 9.12, in the event you incur damages as a result of the Coach's default or breach of any of the terms of this Agreement, the Coach's entire liability under this Agreement is limited to the amount of the Fee paid by you to the Coach at the time the loss is sustained.
- 9.7. During the term of this Agreement and at any time thereafter, you agree not to make statements about the Coach, the Coach's agents, employees, contractors or clients which you know to be untrue or misleading. Nothing in this clause prevents you from giving an honest review or opinion or from exercising any legal right.
- 9.8. In the event a dispute arises in connection with this Agreement and the provision of the Services which cannot be resolved by mutual consent, the Parties agree to consider in good faith submitting the matter for mediation by an independent mediator before commencing legal proceedings. This does not prevent either Party from bringing a claim in the courts.
- 9.9. Neither Party shall be liable to the other or be deemed to be in breach of this Agreement by reason of any delay in performing or any failure to perform any of their obligations if the delay or failure is due to any cause beyond that Party's reasonable control.
- 9.10. You agree to indemnify the Coach against any reasonable costs, liability, damages, loss, expenses or claims that the Coach incurs as a direct result of your breach of any term of this Agreement.
- 9.11. The Coach holds appropriate professional indemnity insurance to meet any liabilities that may arise in connection with this Agreement.
- 9.12. Nothing in this Agreement limits or excludes the Coach's liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law, including your rights under the Consumer Rights Act 2015. For further information concerning your legal rights please contact **Citizens Advice** (citizensadvice.org.uk).

10. **Notice**

- 10.1. Where reference in this Agreement is made to the provision of a notice then any such notice shall be validly served if sent by email to the email address of the other Party as set out in Schedule 1, and shall

be deemed served at the time of sending if sent before 5pm (UK time) on a business day, or otherwise at 9am on the following business day.

- 10.2. If you change your contact email address it will be your responsibility to notify the Coach so that your records can be updated.

11. **General**

- 11.1. The failure of either Party to actively enforce any provision of this Agreement shall not prevent that Party from subsequently seeking to enforce any term or obligation of this Agreement and any such failure shall not constitute a waiver, diminution or limitation of any right.
- 11.2. In the event any provision of this Agreement is deemed to be invalid or unenforceable for any reason then that provision shall be struck out and the remaining provisions shall remain valid and enforceable.
- 11.3. This Agreement, together with its Schedules and the welcome letter referred to in Schedule 1, is the entire agreement between the Parties and supersedes all other negotiations, drafts, correspondence, and discussions prior to the execution of this Agreement.
- 11.4. Every effort will be made to deliver the Programme in accordance with this Agreement but the Coach shall not be liable for any delay or failure in provision of the Programme or the Services where the Coach is prevented or delayed due to any act, event, omission or accident beyond the Coach's reasonable control ("**Events**"), including but not limited to fire, flood, extreme weather or other natural disaster, illness, disease, epidemic or pandemic, strike or industrial action, war, civil commotion, terrorist attack, failure of utilities, internet or telecommunications services, or failure of any third-party supplier of services. Should an Event occur then the time for delivery of the Programme shall be extended until a reasonable time after the Event has ended.
- 11.5. Where an Event arises, the Coach shall notify you in writing by email, setting out the nature and extent of the Event and any steps being taken to mitigate its impact.
- 11.6. Should the Event continue for longer than 28 days then either Party shall be entitled to terminate this Agreement by giving the other 5 days' notice in writing. In that case you will receive a refund of any part of the Fee paid for Services that have not been delivered. Termination in these circumstances shall be without prejudice to the rights of the Parties in respect of any breach of the Agreement occurring prior to termination.
- 11.7. This Agreement and the rights of the Parties shall be governed by the laws of England and Wales. The Parties submit to the jurisdiction of the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.
- 11.8. No modification to the terms of this Agreement shall be effective unless made in writing and agreed by both Parties.
- 11.9. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.
- 11.10. You acknowledge that you have been given sufficient time to read this Agreement and to seek independent advice before entering into it.

SCHEDULE 1

The Coach

Name: Kelly Neeson

Business Name: KL Neeson Coaching Ltd

Business Address: Hillview House, Billy Hill, Crook, Durham, DL15 9SW

Registered Company Number: 15841678

Email address: info@klneson.com

Contact Number: 07990 500130

The Client

Name: _____

Email address: _____

Contact Number: _____

Programme Details

Programme purchased: _____ (for example, Career Transition Programme – full package)

Programme start date: _____ **Programme end date:** _____

Subject to you providing payment of the Fee, the Programme shall be delivered as follows:

- Sessions via Zoom meetings;
- access to in-session materials via email; and
- provision of self-study materials to support you during the Programme as required.

Additional Services

In addition to the Services described above, for the duration of the Programme the Coach agrees to be available to you by email / WhatsApp (07990 500130) subject to a maximum weekly limit of 2 hours (additional time may be provided at the Coach's discretion). The Coach shall use all reasonable endeavours to respond to messages within 24 hours of receipt.

Fee and Payment Terms

Fee: £_____

Please refer to the welcome letter provided alongside this document for details of payment, payment plans and relevant links.

SCHEDULE 2 – CAREER TRANSITION SUPPORT GUARANTEE

1. **Who it applies to.** This guarantee applies only where you have purchased the full Career Transition Programme package ("**the Career Transition Programme**"). It does not apply to individual sessions, partial packages or other programmes.
2. **The guarantee.** If you complete the full Career Transition Programme and have not secured a new role by the end of the Programme, you can continue to receive accountability support at no additional cost until you secure a new role ("**the Guarantee Period**").
3. **Qualifying conditions.** To qualify for continued support, you must:
 - (a) complete the full Career Transition Programme;
 - (b) take an active part in the coaching process throughout; and
 - (c) make reasonable efforts to complete the actions agreed during coaching sessions.
4. **No guarantee of employment.** The guarantee is designed to support clients who are actively working towards their career transition. It does not guarantee that you will receive or accept an offer of employment within any particular timeframe.
5. **What accountability support includes.** During the Guarantee Period you will receive at least one hour of coaching / check-in time each month. This may be provided as one session or split across two shorter sessions, together with reasonable support between sessions. Sessions during the Guarantee Period are otherwise subject to the terms of this Agreement, including clauses 2.5 to 2.9 (scheduling, cancellations and no-shows).
6. **Securing a new role.** For the purposes of this guarantee, you secure a new role when you accept an offer of employment or engagement. Please let the Coach know when this happens; the Guarantee Period will then end.
7. **Ending the guarantee for non-engagement.** The guarantee is intended for clients who remain actively engaged. The Coach may end the Guarantee Period if you: (a) miss two booked check-ins without giving the notice required by clause 2.7; (b) do not respond to the Coach's messages about arranging check-ins for four consecutive weeks; or (c) repeatedly attend check-ins without having made reasonable efforts to complete the actions agreed. Before ending the guarantee, the Coach will tell you in writing and give you 14 days to re-engage.
8. **Stopping or pausing.** There is no obligation to continue with accountability support and you can stop at any time. If you choose to pause the complimentary accountability support for more than eight consecutive weeks, the guarantee will end. If you later wish to restart accountability support, this will be available at the rates applicable at that time. For reference, current accountability rates are £80 per month for one monthly check-in or £150 per month for two monthly check-ins.
9. **Programme timing and extensions.** The Career Transition Programme is designed to run over three months. In some circumstances, the Parties may agree together to extend the Programme period to provide additional support or flexibility. Where an extension is agreed, the Guarantee Period begins once the full Programme has been completed, rather than three months from the original start date. There is no additional charge where the Coach has agreed to extend the Programme in this way.
10. **Your rights.** These conditions apply only to the complimentary accountability period following completion of the Career Transition Programme and do not affect your rights during the paid Programme or your statutory consumer rights.



SIGNED

Signed by the Coach: _____ Date: _____

Kelly Neeson, for and on behalf of KL Neeson Coaching Ltd

Signed by the Client: _____ Date: _____

Client name: _____

Updated: September 2026