



## Tech Angel 1:1 Support Call - Terms & Conditions

By purchasing a **Tech Angel 1:1 Support Call**, you are confirming that you understand and agree to the following:

### 1. Service Overview

*Tech Angel 1:1 Support Calls* are focused, dedicated sessions designed to provide in-depth support, troubleshooting, or training.

Sessions are delivered via Zoom and may include:

- screen sharing
- walkthroughs and demonstrations
- tailored guidance and problem-solving
- hands-on support

These sessions are more focused and structured than Co-Working sessions and are designed to help you resolve specific challenges or build your understanding.

### 2. Session Length

Sessions are available as:

- 60-minute sessions
- 90-minute sessions

Sessions will end at the scheduled time, even if you join late.

### 3. Booking & Rescheduling

Sessions are booked in advance. If you need to reschedule:

- At least **24 hours' notice** is required
- Less than 24 hours' notice may result in the session being forfeited



## 4. Preparation

To get the most from your session, you are encouraged to:

- come with a clear focus or task
- ensure you have access to any relevant platforms or logins
- share any key information in advance of the session

## 5. Scope of Support

1:1 sessions are designed for:

- deeper troubleshooting
- focused support on a specific issue
- training and guidance

They are not intended for:

- full done-for-you builds outside the session
- ongoing project work beyond the session

If additional support is needed, this can be arranged separately.

## 6. Recording the sessions

Sessions may be recorded for your personal reference. If you prefer the session not to be recorded, please let me know at the start of the session. When a recording is made, a link to the recording will be shared with you within 48 hours of the session. This recording will only be shared with you.

I will also use an AI notetaker on the Zoom - if there are any useful notes from that I will share these with you after the call.



## **7. Refunds**

1:1 sessions are non-refundable.

Where appropriate, sessions may be transferred to another service at my discretion.

## **8. Fair Use & Respect**

This service is designed to be supportive, collaborative, and focused.

I reserve the right to set appropriate boundaries during sessions and to pause or discontinue support if the service is misused or expectations fall outside the intended scope.

## **9. Confidentiality**

Any information you share will be kept confidential and handled with care.

This includes any information shared directly, as well as anything visible during screen sharing (such as emails, customer data, account details, or business information).

I will not access, use, or retain this information beyond what is necessary to support you.

Where recordings are made, these will be shared only with you and will not be shared with any third parties.

You are responsible for ensuring that any sensitive information visible during screen sharing is appropriate to share.