

# Terms & Conditions

These Terms & Conditions govern your use of this website and the coaching services provided by Coach Audrey Claes. By accessing this website or engaging in coaching services, you agree to the terms outlined below.

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## 1. Services

I provide coaching services designed to support personal and professional development, including clarity, mindset, and forward-focused action.

Coaching is a collaborative process, and results may vary depending on individual commitment and circumstances.

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## 2. Coaching Disclaimer

Coaching services are not a substitute for psychological, medical, or psychiatric treatment.

While I have a background in psychotherapy, the services provided are strictly coaching-based and focus on personal development, not diagnosis or treatment of mental health conditions.

If you are experiencing mental health concerns, you are encouraged to seek support from a qualified healthcare professional.

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## 3. Client Responsibility

By engaging in coaching services, you acknowledge that:

- You are responsible for your own decisions, actions, and results
  - Coaching is a supportive process and does not guarantee specific outcomes
  - You participate voluntarily and take full responsibility for your wellbeing
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## 4. Booking and Communication

All coaching sessions are arranged personally after initial contact via WhatsApp, email, or the contact form.

Sessions are conducted online via video conferencing platforms (such as Zoom or similar tools).

By reaching out, you agree to be contacted regarding your inquiry and the scheduling of sessions.

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## 5. Payments

Payment terms will be agreed upon prior to the start of coaching services.

All fees must be paid as agreed before or at the time of the session or package commencement, unless otherwise stated.

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## 6. Cancellations and Rescheduling

If you need to cancel or reschedule a session, please provide at least **24 hours' notice**.

Missed sessions or late cancellations may be charged in full.

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## 7. Coaching Package Validity

Coaching packages are designed to support consistency and continuity over time.

Each coaching journey must be completed within a defined timeframe from the date of the first session:

single session: valid for 1 month

6-session package: valid for 4 months

10-session package: valid for 6 months

Sessions not used within this period will expire, unless otherwise agreed in writing.

This structure is intended to support momentum, commitment, and meaningful progress throughout the coaching process.

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## **8. Confidentiality**

All information shared during coaching sessions is treated as confidential, unless:

- disclosure is required by law
  - there is a risk of harm to yourself or others
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## **9. Intellectual Property**

All content on this website, including text, materials, and resources, remains the intellectual property of Coach Audrey Claes and may not be copied, reproduced, or distributed without prior written permission.

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## **10. Limitation of Liability**

To the fullest extent permitted by law, I am not liable for any decisions, actions, or outcomes resulting from coaching services.

You agree that coaching is a personal development process and that results are not guaranteed.

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## **11. Website Use**

You agree to use this website for lawful purposes only and not to engage in any activity that may harm the website or its users.

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## **12. Governing Law**

These Terms & Conditions are governed by and construed in accordance with the laws of the United Arab Emirates.

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## **13. Changes to Terms**

These Terms & Conditions may be updated at any time. Continued use of the website or services constitutes acceptance of any changes.

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## 14. Contact

If you have any questions regarding these Terms & Conditions, please contact:

 [info@coachaudreyclaes.com](mailto:info@coachaudreyclaes.com)