



## TERMS & CONDITIONS for coaching services

### 1. Scope

Taster Sessions are provided by our team of coaches and are limited to one taster session per person

Any services provided following the initial taster session are fulfilled by external providers, while Ground Level is happy to recommend and refer to these services Ground Level doesn't endorse or take responsibility for them and makes no guarantee for the quality of the services delivered. Leaders and Churches should carry out their own diligence before engaging their services.

Outside of the initial fees taken in relation to the taster session Ground Level has no commercial interest or benefit relating to any ongoing services provided. By booking a taster session you give Ground Level authority to pass your personal information onto the service providers mentioned above.

The taster session only will be provided by Ground Level and any ongoing services will be classed as an introduction to the external services of your chosen coach.

### 2. Services Provided

Ground Level will provide one 'taster session' that will last approximately one hour

In providing the services we will:

1. Seek to provide a high level of service ensuring:
  - a. We respond to enquiries in a timely manner
  - b. Service providers hold the required qualifications in order to provide the services and are committed to their own CPD.
  - c. Service providers maintain the necessary insurances, licences, supervision, registrations of professional bodies, systems and processes as deemed necessary within good industry practice or by statutory guidance in order to provide the services
  - d. Service providers treat service users with the highest respect

Important information about the service:

1. The taster session is only available by using the designated booking form found on our website.
2. Services are provided subject to availability
3. Please note that we advise you to speak to your medical professional, should you be undergoing or have a history of mental health problems, about the suitability of our coaching service.

### 3. Payments

Ground Level will charge a fee of £30 for the initial taster session, the funds will be retained by the Network in their entirety. Following the taster session Ground Level will have no commercial interest or benefit in any services provided by it's nominated service provider.

### 4. Cancellation and No show

You can cancel or reschedule your taster session up to 24 hours prior to its commencement at no charge, no refund will be available for cancellation or no show with less than 24 hours written notice.

In the event of unforeseen circumstances please contact your chosen coach directly, Ground Level will do its best to be flexible in such situations but reserves the right to still apply the no refund policy in these circumstances.

Turning up later than 10 minutes will constitute a no-show and will be considered a cancellation of your session with no refund or opportunity to reschedule available.

The taster session encompasses your full agreement with Ground Level, any services provided beyond this point will be contracted directly with an external provider for which Ground Level accepts no responsibility.

### **5. Data Protection & Confidentiality**

Your data will be held securely and processed in line with our Privacy Policy. For the purpose of this agreement any data you share with us will be passed onto your chosen service provider (coach). The service provider will process your data in line with their own privacy policy, a copy of which is available on request.

Conversations with your service provider will remain confidential unless you disclose an illegal activity or highlight a risk or potential risk to yourself or others. Ground Level reserves the right to disclose any information as required by statutory guidelines.

### **7. Complaints & Disputes**

Every effort will be made to provide the best level of service possible. Should you be dissatisfied with the services provided please submit your complaint in writing to [complaints@groundlevel.org.uk](mailto:complaints@groundlevel.org.uk). The Parties will attempt to resolve any dispute arising out of your complaint relating to these terms through negotiations between their appointed representatives who have the authority to settle such disputes.

Either party may appoint or refer to its supervising or governing body as part of this process.

### **8. Liability**

The supplier accepts all liability for the services provided and will indemnify Ground Level against any claims made in respect to the services delivered following its introduction.

**Use of our online bookings system for Coaching taster sessions constitutes your agreement with these terms and conditions**