

Ultimate Transformation Ltd

Our Undertaking to You:

We promise, whenever possible:

1. to conduct all our dealings with you in absolutely dignity, respect, honesty, confidentially, and as an equal;
2. always to conduct ourselves with integrity, responsibility and accountability;
3. always to attend all meetings on time;
4. always to answer the telephone at the agreed time;
5. always to be prepared for your coaching call;
6. to treat all information discussed with you or written to you with confidentiality: we will not divulge any part thereof to any third party; according to the Data protection Act 1974/1998 amendments (excluding the Police or a legal body);
7. to be committed to both the spirit and the letter of any agreements made with you.
8. always to ask in advance for written permission from you before releasing your name as a referee;
9. not to defraud, misrepresent, deceive or mislead you;
10. to recommend the services of other institutions or professionals if appropriate to your outcomes; these services are offered without liability, obligation or redress to my company or myself;
11. to lift the bar just when you thought you had reached it.
12. to share with you all our knowledge, skills, experience and expertise where appropriate and when we deem necessary;
13. to challenge any self-deceptions that hinder your progress towards your ultimate outcomes;
14. to give you all the assistance, help, support, encouragement and guidance in fulfilling the outcomes or objectives agreed with me.

What We Expect of You:

That you:

1. Always attend all meetings on time.
2. Always telephone at the agreed time.
3. Always be prepared for the coaching call:
 - a) Check what you have achieved against your tasks;
 - b) List what is still outstanding with your explanation for not completing the task(s) and email to us 24 hours prior to your next coaching session.
 - c) Consider what actions may be necessary prior to sessions.
4. Be honest at all times. Never lie about what you have achieved. It does not serve you.
5. You agree that we can challenge you if you are deceiving yourself or on any areas we see appropriate.
6. Be willing and enthusiastic about trying new methods that we, as your coach, may suggest from time to time.
7. Accept and willingly work on direct, honest feedback received.
8. At all times work in partnership with us.
9. Be prepared to work on all areas of your life with us. We are interested in your whole life not just a small part.

10. Arrange for payment to be made in advance of all coaching calls or meetings as per our terms and conditions.
11. If you require a receipt request it in advance.
12. If you believe that you have received good service, please recommend our life coaching to your friends.
13. Send any forms back promptly and fully completed.
14. Be prepared to step outside your comfort zone into an achievement zone with our support.

Our Terms and Conditions

1. Contract Terms

We offer to provide coaching and/or therapy sessions either face-to-face or via the telephone to you on the terms that follow. If you place an order with us for coaching and/or therapy services with us then unless we notify you that we do not accept your order a legally binding contract will be formed between you and Ultimate Transformation Ltd ("we", "us", "the Company"). The terms of that contract are as set out in this document together with any representations we have made regarding our services on our websites <http://www.ultimatetransformation.co.uk> and <http://www.ultimaterelationships.co.uk>. All other terms and conditions contained in any other document and all other representations are excluded unless their inclusion is expressly agreed in writing by Ultimate Transformation Ltd.

As part of our service to you we can be contacted as follows:

by phone at 01884-861677

by email at [info@ultimatetransformation](mailto:info@ultimatetransformation.co.uk) or info@ultimaterelationships.co.uk

by mail to: Ultimate Transformation Ltd, East Worlington, Devon,
EX17 4SX

Appointments for face-to-face coaching and/or therapy sessions will be arranged between you and your coach/therapist. Please note that a minimum of 24 hours notice is required if you wish to cancel or re-schedule your appointment, and that cancellation charges may be applicable.

2. Cancellation and Money-Back Guarantees

If you enter into a legally binding contract as set out in Section 1 we will undertake to provide you with the service for which you have booked, and we will expect you to complete the contract as set out. If you wish to withdraw from any course of coaching and/or therapy before its completion under the contract you will forfeit any outstanding monies already paid and will be liable to pay for any remaining coaching and/or therapy sessions for which payment is still due. Requests for waivers of this obligation and/or refunds must be made in writing to Ultimate Transformation Ltd. Any waivers and/or refunds offered will be at the sole discretion of Ultimate Transformation Ltd.

Cancellation charges for sessions cancelled at short notice will be as follows:

sessions cancelled 2 days or more in advance: if the session can be successfully rescheduled no cancellation charges will be levied, otherwise a cancellation charge of 50% of the session cost will be payable.

sessions cancelled with less than 2 days notice will be subject to a 100% cancellation fee. This fee may be reduced or waived at the sole discretion of Ultimate Transformation Ltd if the session can be successfully rescheduled and the original booked time re-sold by Ultimate Transformation Ltd.

If for any reason Ultimate Transformation Ltd is unable to offer the coaching and/or therapy sessions booked a full refund will be made for payments already received for all outstanding sessions. The liability of Ultimate Transformation Ltd will extend only to such refunds as referred to above and will under no circumstances exceed the full amount paid to Ultimate Transformation Ltd.

Where money-back guarantees are offered Ultimate Transformation Ltd will honour those guarantees subject to you demonstrating that where applicable you have followed all the recommendations set out by your coach/therapist including any pre-course or post-course study or tasks.

3. Payment

Where stated on our websites <http://www.ultimatetransformation.co.uk> and <http://www.ultimaterelationships.co.uk> or in our advertising and promotional literature your first introductory session may be provided free of charge and without obligation of any kind. Payment for all other sessions will be due no later than 2 working days prior to the session if paid by credit card or 10 days prior to the session if paid by cheque. Prices are as displayed on our websites <http://www.ultimatetransformation.co.uk> and <http://www.ultimaterelationships.co.uk> and such prices will be honoured as advertised when booked at the time the prices are displayed. Where prices are changed at any time the current price advertised and displayed will prevail and no obligation will be entertained to provide services at previously advertised prices.

All charges are inclusive of any applicable taxes.

We reserve the right to suspend or terminate coaching and/or therapy sessions if payment is overdue and we reserve the right to exercise the contract in respect of any unpaid fees agreed under the contract.

4. Warranty and Liability

We warrant to you that any and all coaching and/or therapy sessions will be conducted by suitably qualified and experienced coaches/therapists. These coaches/therapists will conduct themselves at all times in a professional and considerate manner and will at all times work with your best interests in mind. Should you have any concerns about any coach and/or therapist working for or on behalf of Ultimate Transformation Ltd please contact us by one of the methods listed in Section 1. We undertake to investigate all complaints in a completely impartial manner.

Nothing in this Agreement shall be construed as restricting or excluding our liability for death or personal injury resulting from our negligence or fraud.

Nothing in this Agreement shall affect your statutory rights as a consumer.

Our liability to you under this Agreement shall not exceed the amount paid by you for any coaching and/or therapy services.

5. Privacy and Confidentiality

We undertake to keep any and all information about you as completely confidential and will not discuss, disclose or pass any information about you to any third party unless explicitly agreed between you and us in writing.

Our Privacy Policy is displayed on our websites <http://www.ultimatetransformation.co.uk> and <http://www.ultimaterelationships.co.uk> and is available to download there. A copy may be requested by email or normal mail by contacting us using one of the methods listed in Section 1.

6. General

No waiver or amendment to any or all these terms and conditions will be effective unless such waiver or amendment is made in writing and signed by both you and a Director of Ultimate Transformation Ltd.

No person who is not a party to these terms may enforce any of them under the Contracts (Right of Third Parties) Act 1999.

If any dispute should arise out of these terms and conditions resolution will be sought using the Model Mediation Procedure of the Centre for Dispute Resolution.

These terms and conditions and any contract entered into on the basis of these terms and conditions shall be governed solely by the laws of England and Wales and the jurisdiction of the courts in England and Wales.

This document is available to view and download on our websites <http://www.ultimatetransformation.co.uk> and <http://www.ultimaterelationships.co.uk>. Copies may also be obtained on request by email or normal mail using one of the methods set out in Section 1.