



Terms of Business

Louise Jenner, The Dream Job Coach (The Dream Job Coach® or The Dream Business Coach) is a partnership.

Partners: Louise Jenner and Stephen Jenner.

In these Terms of Business reference to “she” means Louise Jenner (The Dream Job Coach® or The Dream Business Coach). Any reference to “you” or “your” or similar expressions means the individual or company or organisation for and on behalf of whom Louise Jenner (The Dream Job Coach® or The Dream Business Coach) is acting (“the client.”)

The Terms of Business below apply to all coaching and training services provided by Louise Jenner (The Dream Job Coach® or The Dream Business Coach) to all clients.

For the purposes of these Terms of Business 'coaching' is understood to include the services listed from time to time on Louise Jenner (The Dream Job Coach® or The Dream Business Coach) website. (louisejenner.com) Coaching is not psychological counselling or any type of therapy, and should not be construed as such.

In return for the fees payable by the client (or by a third party on their behalf), Louise Jenner (The Dream Job Coach® or The Dream Business Coach) agrees to provide the service as described in the relevant Schedule of Service and in accordance with, amongst other things, the Terms of Business set out below.

The client, or third party acting on behalf of the client, agrees to pay fees as set out in the Schedule of Service and agrees to the terms set out both in the Terms of Business and the Schedule of Service.

Contract

The terms of the contract are set out in these Terms of Business, a personalised Schedule of Service and a letter of engagement.

Contractual Period

The contract will be deemed to begin upon signing of the letter of engagement and will be deemed as complete at the end of the specific time period as set out in the Schedule of Service. Louise Jenner (The Dream Job Coach® or The Dream Business Coach) reserves the right to extend the contract period.

Cancellation

Consumer Contracts (Cancellation and Additional Charges) Regulations 2013

If you are a consumer (ie a person who is NOT engaging our services in the course of business) these regulations may apply to the work Louise Jenner (The Dream Job Coach® or The Dream Business Coach) undertakes for you and you may, in certain circumstances, be entitled to cancellation or “cooling off” right.

If Louise Jenner (The Dream Job Coach® or The Dream Business Coach) has not met you either in person (because, for example, instruction and signing of contracts has take place by telephone, post, email or online i.e. “distance contracts”) or she has taken your instruction and concluded a contract away from our business premises (because for example she has met with you at your home which is an “off premises” contract), you

have the right to cancel this contract within 14 days of entering into the contract without giving any reason. The cancellation period will expire after 14 calendar days from the day the contract is concluded.

To exercise your rights to cancel you must inform Louise Jenner (The Dream Job Coach® or The Dream Business Coach) of your decision to cancel the contract by a clear statement (for example a letter sent by post or email).

Unless you make an express request for work to commence within the 14 calendar day cancellation period Louise Jenner (The Dream Job Coach® or The Dream Business Coach) will not undertake any work during that period.

If you request for the work to begin before expiration of the 14 day period Louise Jenner (The Dream Job Coach® or The Dream Business Coach) will refund the amount paid under the contract minus the value of the service already provided to the effective date of cancellation.

Fees

All fees are payable before commencement of the contract; except in so far as monthly fee payment has been agreed, in advance, with Louise Jenner (The Dream Job Coach® or The Dream Business Coach).

Responsibility & Commitment

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) is responsible for providing the services as set out in the Schedule of Service.

From the commencement of the contract the client will be required to complete, at regular intervals and within the timeframes set out in the Schedule of Service, each and all of the coaching sessions and any agreed assignments or other work.

Service

All one to one sessions will take place either face to face at an agreed location - or via online video link such as zoom.us or similar services. In addition, Louise Jenner (The Dream Job Coach® or The Dream Business Coach) offers reasonable levels of support to clients between one to one sessions by way of email or telephone contact.

During the timeframe of the contract, the client will be provided with free access to all resources available on Louise Jenner (The Dream Job Coach® or The Dream Business Coach) website.

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) will provide access to a network of support via closed groups on Facebook and LinkedIn.

The one to one sessions will normally be scheduled for 1 hour unless the contract relates to the Biz Coaching where from time to time and agreed at least 48 hours in advance two sessions can be run back to back.

The client should, unless agreed otherwise, complete all agreed work for each one to one session.

Timing of sessions

If the client needs to rearrange a coaching session, they should provide at least 48 hours' notice via the online scheduling system provided (louisjejner.com). No refunds will be given to clients for unused coaching sessions unless previously agreed with Louise Jenner (The Dream Job Coach® or The Dream Business Coach).

In exceptional circumstances Louise Jenner (The Dream Job Coach® or The Dream Business Coach) may need to rearrange a coaching session. In these circumstances she will use reasonable endeavours to provide a mutually satisfactory alternative appointment to the client.

Where a client pays for a session, or sessions, in advance they must complete the coaching session(s) within the period specified in the Schedule of Services or their fee is forfeited. Louise Jenner (The Dream Job Coach® or The Dream Business Coach) may in exceptional circumstances extend this period.

Terminations

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) reserves the right, in exceptional circumstances, to terminate the service to the client. In such a circumstance the client will, where practicable, be given reasonable notice of termination, and will be refunded any advance payments made for coaching sessions not yet provided.

Exclusion of liability for loss caused by the client and /or others

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) will not be liable to you for any delay or failure to perform your obligations as set out in the contract and schedule of service.

The client has sole responsibility for any decisions they may make following coaching with Louise Jenner (The Dream Job Coach® or The Dream Business Coach).

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) accepts no liability for the client's actions, has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or to achieve their desired outcomes or goals.

Confidentiality

We take all reasonable steps to keep your information confidential. Unless we are authorised by you to disclose information on your behalf this undertaking will apply during and after our contract with you. There are limited exceptions: where we are required to disclose it by law, or by our insurers.

Data Protection and Data Privacy

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) is a data controller in respect of data she processes from clients. Louise Jenner (The Dream Job Coach® or The Dream Business Coach) complies with all necessary provisions of the General Data Protection Regulations 2016.

Intellectual property rights

Louise Jenner (The Dream Job Coach® or The Dream Business Coach) will retain all copyright in any document prepared by us during the course of carrying out the services save where the law specifically provides otherwise.

Terms of Business

Unless agreed otherwise these Terms of Business will apply to all and any future services provided. Terms of Business may periodically be reviewed and will notify you of any changes and the date upon which they take effect.

Applicable Law / Jurisdiction

Our standard terms and conditions of business are governed by, and construed in accordance with English Law and you hereby submit to the exclusive jurisdiction of the English Courts.