



purely people

www.purelypeople.com

PURELY PEOPLE (UK) LIMITED **TERMS & CONDITIONS FOR ONE-ON-ONE SESSION SERVICES**

ABOUT US

Purely People (UK) Limited is a company providing Consultancy, Performance/ Executive Coaching, One-On-One Coach-Consultancy, Mentoring, Leadership and Management Sessions, 360 Degree Feedback, Psychometrics, Bespoke Workshops, Facilitation Services, Mindfulness and Recruitment profiling.

Our registered business address is:

Purely People UK Limited,
27 Old Gloucester Street,
London,
WC1N 3AX
United Kingdom.

Please contact us by email: info@purelypeople.com

Directors: Jim Hicks and Lisa Capaldi

If you contact us by email, please allow one working day to get back to you to take account of time zone differences.

ACCOUNTING AND PAYMENT INFORMATION

VAT number: 853 6492 00

UK company registration number: 05262112

PAYMENT

For BACS payment please request bank details.

INSURANCE

We have professional Indemnity for business and Management Consultants.
General liability – public and products liability.
Provided by HISCOX Insurance Company Limited.
Certificate available on request.

TERMS & CONDITIONS FOR ONE ON ONE SESSIONS

We will issue a proposal for our services which maybe in hard copy form or by email. Your written acceptance of our proposal by email serves to form a binding “Agreement” and these terms and conditions shall apply.

FEES AND TERMS OF PAYMENT

Actual fees are set out in the agreed proposal.

An invoice for the “One-On-One Session Services” provided will be issued at the end of each calendar month (where actual “One-On-One Session Services” were provided). The “Sponsor” shall pay the price of the Services without any deduction, within 30 days of the date of the “Service Provider's” invoice. Fees will have VAT applied at the standard of 20%. Invoices will be raised and issued at the end of each calendar month. Receipt for payment is issued upon request.

Overdue fees will be subject to interest chargeable at a rate of 10% over the Bank of England base rate.

CANCELLATION POLICY

Any cancellation should be made by email.
In the event of the “Sponsor” or “Client” cancelling sessions, the following fees will be due.

For cancellations of:

Less than 24 hours 100% of total fee is payable
Between 2 and 5 days 65% of the total fee
Between 6 and 12 days 50% of the total fee

In the event of the “Client” or “Sponsor” requesting a change to the agreed date and time we will do our best to accommodate. However, we are unable to accept a request for a date change with less than 5

days' notice. This will be classed as cancellation, and the above fees will apply. A substitute "Client" will be accepted, provided they are in the same programme cohort if requested by the "Sponsor" as an alternative to cancellation.

In the event that a date change is possible, any further requests for a subsequent date change will be classed as cancellation and charged as set out above.

Should Purely People cancel a 'One-On-One Session' due to circumstances beyond their control; the "Client" will be offered an alternative date and time.

CONFIDENTIALITY

The "One-On-One Sessions" are private and confidential between the "Client" and "Coach-Consultant". In accordance with the Data Protection Act, we will not divulge any information unless required to by the law.

Confidentiality is guaranteed both at an individual level and company level, as our focus is on providing a safe environment for individuals to open up.

Feedback to the "Sponsor" can be provided with the express approval of the "Client".

As our work is to do with improving the performance of individuals and teams on a personal and confidential level, we often work with more than one "Sponsor" in a particular industry.

ONE-ON-ONE SESSION

The "Sponsor" will usually discuss with the "Coach-Consultant" what outcomes they want for the "Client" at the end of the "One-On-One Sessions Programme". Usually the "Coach-Consultant" will require written confirmation of the desired outcomes by email. These outcomes will be agreed between the "Client", the "Sponsor", and the "Coach-Consultant" in advance of the commencement of "One-On-One Sessions". The "Coach-Consultant" will then make a recommendation on the amount of sessions required for the "One-On-One Sessions Programme".

The first 3 "One-On-One Session" dates and times are to be agreed in advance prior to commencement of the first session.

Dates and times for subsequent "One-On-One Session" are to be agreed at no fewer than 2 sessions in advance. A review will be undertaken during the "One-On-One Session Programme" between the "Sponsor" and the "Coach-Consultant". This usually is conducted by telephone at a mutually agreed time and date.

In the case of face-to-face "One-On-One Sessions", these are undertaken at the "Sponsors" premises in a quiet room with no interruptions – or an alternative to be provided by the "Sponsor".

In the case of a "One-On-One Sessions Programme" over the phone or virtually, the "Client" will be required to call the "Coach-Consultant", again from a quiet room with no interruptions.

In the event of any substantial change to any agreed outcomes, during the “One-On-One Sessions Programme” the “Coach-Consultant” will inform the “Sponsor” at the earliest opportunity. The “Sponsor” may then decide whether to agree on any variation and give their consent to any necessary subsequent “One-On-One Sessions”.

Each session duration will last between 70 and 90 minutes. “One-On-One Session Programmes” can last over a period of time.

We regret that we cannot provide “One-On-One Session Services” to people under 18 years old.

We do not provide financial or legal advice, nor do we offer counselling or therapy.

AFTER THE FINAL SESSION

At the end of the final “One-On-One Session”, a review of the Programme is undertaken with the “Sponsor”. If further coaching is deemed necessary, then a new “One-On-One Session Programme” can be agreed.

FEEDBACK FORMS & ACTION POINTS

- A feedback form will be issued at the end of the “One-On-One Sessions Programme” to be completed by the “Client”. This may be in hard copy form or emailed to the “Client”.
- Purely People will collate the feedback and a summary provided for the “Sponsor”.
- Purely People use comments from feedback forms for the purpose of marketing their products and services. The “Client” is required to provide permission for such use and the option exists to withhold their name.

DEFINITIONS

“**Agreement**” means these terms and conditions and the acceptance of the proposal.

“**Coach-Consultant**” means the qualified Coach and consultant as provided by Purely People (UK) Limited.

“**Client**” means the person receiving the one-on-one coach-consultant session.

“**Sponsor**” means the organisation paying for the one-on-one sessions.

“**One-On-One Sessions Programme**” means a number of “One-On-One Sessions” with the “**Client**”

“**One-On-One Session**” means the one on one time between the “Coach-Consultant” and “Client” either conducted on the phone or face to face lasting between 60 and 90 minutes in duration.

“**Service Providers**” means the company providing the services. i.e. Purely People (UK) Ltd

If you have any queries over the terms of this “Agreement”, please contact us.

We care very much about the standard of the service we offer our customers. Please contact us if you are dissatisfied in any way - we will try to do our best to resolve any problems that may arise.

We may terminate the Agreement if the Sponsor is in material breach and fails to remedy that breach within fourteen days of being notified in writing of the breach and the Sponsor shall immediately pay to us all outstanding sums due for Coaching Services provided.

The Agreement shall be governed by English law.