

TERMS AND CONDITIONS

Terms & Conditions Updated November 2023 Please read the following Terms & Conditions regarding your booking with AWA Therapeutic Coaching. AWA Therapeutic Coaching does not guarantee 'cures' and is not a replacement for medical advice. Amanda Walker is not medically trained.

Amanda Walker, operates on a self-employed under the brand AWA Therapeutic Coaching. There are no business premises.

Terms & Conditions

Written March 2025.

Please read the following Terms & Conditions regarding your booking with Amanda Walker – AWA Therapeutic Coaching.

Terms:

Where the terms I/You/Your is used, this refers to the Client who is undergoing the sessions.

NOTE: Therapeutic Coach, Therapeutic Coaching, Neuro-Linguistic Programming (NLP) Coaching, Insights Coaching EFT/IEMT/OldPain2Go™ Practitioner will be referred to as therapeutic coaching and/or holistic sessions and is used interchangeably in the following document.

Amanda Walker, is qualified in a Masters in Human Resource Management, Insights Coaching, NLP Practitioner, EFT Practitioner, IEMT Advanced Practitioner, Old Pain 2 Go™ Advanced Practitioner. In agreeing to take a therapeutic coaching and/or a holistic session it is understood that you give your consent to receiving therapeutic coaching work and/or holistic sessions unless you have been advised not to by a qualified medical practitioner.

Please note that results can vary from client to client.

Please note that Therapeutic Coaching/NLP/Insights/EFT/IEMT/OldPain2Go™ Holistic sessions include mindfulness, meditation and breath work) is not a replacement for medical treatment, psychological or psychiatric services or counselling.

Amanda Walker is not a medically trained practitioner and does not treat, prescribe for/or diagnose any condition.

Once you have booked and paid for your session you may be asked to complete a questionnaire. It is your responsibility to accurately provide background information as requested by Amanda Walker including, where necessary, medical and psychological diagnosis and/or information about medical, physiotherapy and/or drug treatment which may affect your ability to engage with the therapeutic coaching and/or holistic sessions.

Confidentiality

'You' 'Your' and 'I' are used interchangeably to mean the client in this case.

Client confidentiality is assured. Amanda Walker will not keep my personal details on any computer system except where agreed my email address.

Matters regarding your sessions will be kept confidential except in the following circumstances:

You (the client) grant Amanda Walker specific permission to release information to your GP, a specific individual such as a solicitor or agency such as Social Care or Mental Health Service Provider.

If there is a disclosure that your life or someone you know is in imminent danger of significant self-harm to self or others.

Amanda Walker is DBS checked and as such has a duty of care towards vulnerable children and adults. Client information is kept confidential (except where disclosure may involve harm to vulnerable children or adults at the time of disclosure). See above Safeguarding and Disclosure.

GDPR – Data Protection

Returned (emailed) Client questionnaires may be printed and kept as part of the paper base recording held with Amanda Walker. As per GDPR recommendations.

Amanda Walker holds a current ICO Certification for GDPR

Information collected by Amanda Walker, will be:

- fairly and lawfully processed.
- processed for specified purposes.
- adequate, relevant, and not excessive.
- accurate and, where necessary, kept up to date.

- not kept for longer than is necessary (I will keep your records for 7 years)
- processed in line with the rights of the individual.
- kept secure

Amanda does not store individual client information on digital or computer systems except where a client has supplied their email address.

From time to time, I may also consult with a supervisor and/or other colleagues, but in this circumstance, clients are not identified by name. Your booking constitutes you giving permission for such consultations where necessary; you will be informed prior to any consultation and given the reason for Amanda Walker to seek additional advice on your behalf. You will not be charged any additional fees in relation to such consultations.

Booking

Your booking (the booking made by the client), including single sessions and packages, is a contract made with Amanda Walker.

All sessions must be pre- paid prior to your initial session except where agreed in full prior to the booking.

Bookings are only valid once your payment (or agreed payment) has been received in full.* see above for exceptions.

If the agreed payment is not made in full at least 24 hours prior to your appointment (unless agreed otherwise with Amanda Walker) your appointment will be cancelled and may be offered to another person.*

On occasion, split payment options may be agreed: this is at the discretion of Amanda Walker

Where Split payments are agreed, clients will receive an email to confirm this option which will also be shown on the invoice supplied and a strict payment schedule required. Amanda Walker reserves the right to alter payment schedules with prior notice of 24 hours to client.

Amanda Walker reserves the right to cancel or terminate sessions if it becomes apparent that the details provided are incorrect or that it transpires the client's needs are outside of the skill set of therapeutic coaching and/or holistic practice. This does not affect your statutory rights

Additional Charges

There are additional charges for production of letters to solicitors or other outside agencies.

Amanda Walker does not undertake written reports for, for example GPs, legal or authorities without permission from the client or client's parent/carer. There is a charge of £65.00 per hour for letters and reports.

Lateness

Where a client is more than 15 minutes late to a pre booked and paid for appointment, without prior notification by Phone Call or Text Message the session will be deemed to be completed in full. No Pro rata payment or refund will be made in this instance.

Cancellation Policy

For Sessions, Courses and Workshops including deposits for workshops.

In booking your session or package of sessions, Courses and Workshop you agree to the following terms and conditions regarding cancellation:

All bookings must be paid for in advance.

Split Payments are agreed under separate terms with Amanda Walker.

You are entitled to change your mind and cancel your booking. Once a cancellation is made by text message or email within 48 hours of your pre-payment, the client will receive a pro rata refund of 95% of the total booking pre-payment under the following circumstances:

- You cancel your FIRST appointment with Amanda Walker and receive a notification from Amanda Walker of acceptance of this cancellation within 48 hours of your pre-payment.
- You are unable to attend your FIRST appointment due to unexpected events and notify Amanda Walker within 48 hours of making your booking. This includes bookings made on behalf of a client and paid for in full. In such cases the booking contract is deemed to be with the named client accepting the appointment and not the person making the booking. Cancellations may not be accepted by a third party (other than the client) except under extreme circumstances outside of the control of the client such as childbirth, hospitalisation, or death.

Post Phoning Appointment to a later date:

- Alternatively, a client may cancel their agreed appointment time but request that they will make an appointment at a future date and request that their pre-payment is held over in this respect.

Where a client has made such a request to Amanda Walker to 'hold over' pre-payment of a session or sessions in this respect, the client agrees that this appointment must be taken within 30 days of their request being made, otherwise the payment will be deemed as spent in full and the session completed. No further refunds will be offered in this respect.

Cancellations made outside of the 48-hour booking period:

Cancellations made outside of this 48-hour period of Booking and pre-payment may incur additional charges in the following circumstances:

- A client prepays in full for a booking but cancels 24 hours prior to the agreed appointment time. In this example a client would receive a pro-rata refund of 50% of the original booking amount.
- Amanda Walker of AWA Therapeutic Coaching may agree a new date and time with the client and the pre-payment is carried over to this new date. Please note that if a client cancels a FIRST appointment more than once, Amanda Walker of AWA Therapeutic Coaching reserves the right to keep the initial payment in full and may decline to offer any further appointment times.

Insurance

AMANDA WALKER of AWA Therapeutic Coaching is insured and registered for insurance purposes with:

Holistic Insurance Services

181a Watling Street West

Towcester, Northants NN12 6BX

Insurance documents are available upon request and can be sent prior to appointment if required. Please ask at the time of booking.

Where an appointment has been accepted and paid for, the client agrees to adhere to the terms and conditions named above.

ICO Certification is available upon request.