

Terms and Conditions

Lumivera Coaching & Consulting Limited

These Terms and Conditions govern the coaching and mentoring services provided by Lumivera Coaching & Consulting Limited (“Lumivera Coaching,” “the Coach,” or “we”) to you (“the Client” or “you”). By booking a session, you agree to be bound by these terms. They sit alongside your Individual Coaching Agreement, and the GDPR, Privacy Policy available at lumiveracoaching.co.uk

1. Services

We provide the coaching and mentoring services described at www.lumiveracoaching.co.uk and in any written programme information or Coaching Agreement shared before the work begins. Sessions may be delivered online by video, face-to-face, or in another format agreed in writing.

Coaching is a partnership (defined as an alliance, not a legal business partnership) between the coach/mentor and the client in a thought-provoking and creative process that inspires the client to maximise personal and professional potential. It is designed to facilitate the creation/development of personal, professional, or business goals and the development and implementation of a strategy/plan for achieving those goals.

Mentoring is a learning relationship involving the sharing of skills, knowledge, and expertise between a mentor and mentee through developmental conversations, experience sharing, and role modelling. The relationship may cover a wide variety of contexts and is an inclusive two-way partnership for mutual learning that values differences.

2. The coaching and mentoring relationship

The coach/mentor. The coach/mentor works to the ethical standards of the European Mentoring and Coaching Council (EMCC), and you are encouraged to review the EMCC Global Code of Ethics.

In this relationship the coach/mentor offers guidance, frameworks, structure, experience, knowledge, and expertise, and functions solely in a coaching or mentoring capacity regardless of any other professional roles held outside this work.

The coach/mentor does not give direct advice beyond sharing experience, knowledge, or expertise in a mentoring capacity, does not represent you in legal matters or court proceedings, and does not write testimonials on your behalf in legal or criminal proceedings.

You, the client, set the direction, agenda, and goals; you are resourceful, whole and you choose what to work on and what actions to take. You are solely responsible for your own physical, mental, and emotional wellbeing, and for the decisions, choices, actions, and results that arise from coaching. Results cannot be guaranteed: responsibility for your results remains with you, and the value of the relationship depends in part on your engagement.

To gain the greatest value from this work, you agree to provide accurate and complete information, participate actively, communicate honestly and raise any relevant needs or concerns, remain open to feedback, create the time and energy to take part fully, and put agreed strategies and actions into practice where you choose to do so.

Coaching and mentoring may touch many areas of your life, including work, finances, health, relationships, education, and recreation. How you handle those areas, how you apply coaching and mentoring principles within them, and which choices you implement remain entirely your responsibility.

The methods. Coaching and mentoring tools may include values clarification, mindset work, emotional mastery work, somatic work, reflective and clarifying questions, examining how you operate in your life, brainstorming, identifying plans of action, exploring strategies and making empowering requests. Any interpretation offered is held as a hypothesis, and you retain full authority over what is true for you.

The boundaries of this work. Coaching and mentoring are not therapy. They do not substitute for therapy and do not prevent, cure, or treat any mental disorder or medical condition. This work does not involve the diagnosis or treatment of mental disorders as defined by the DSM-5 (American Psychiatric Association) or ICD-11 (World Health Organisation), and it is not a substitute for counselling, psychotherapy, mental health care, substance misuse treatment, or legal, medical, or financial advice.

It is your responsibility to seek independent professional guidance where needed. If you are currently under the care of a mental health professional, we recommend you inform them of the nature and extent of this coaching relationship.

3. Delivery of services and support between sessions

The coach/mentor and client may work through online or video meetings, face-to-face sessions, or another format agreed in writing. Session times and locations will be mutually agreed. Lumivera Coaching & Consulting Limited is an appointment-only service, and all sessions must be booked in advance.

Between-session support and any extended support, additional sessions, or voice or video contact outside scheduled sessions will be agreed separately at the agreed rate.

4. Payment

Fees, programme details, payment method, any discount or special terms, and any package arrangements will be confirmed separately in writing before the relevant service begins. All payments are made in GBP by bank transfer or another agreed method. An invoice is available on request.

For individual sessions, payment is due 24 hours before each scheduled session. Where payment is not received within this timeframe, we reserve the right to release, reschedule or cancel the appointment.

For coaching packages, payment is due in full before the first scheduled session unless an instalment plan has been agreed in writing.

5. Rescheduling, cancellations, and termination

Lumivera Coaching & Consulting Limited is an appointment-only service, and all sessions are booked in advance.

Please give at least 24 hours' notice to cancel or reschedule a session. A session cancelled with less than 24 hours' notice, or missed without contact, is forfeited - the full session cost applies, and no credit or reschedule is offered.

In a genuine emergency, contact us as soon as possible at info@lumiveracoaching.co.uk. One emergency reschedule per package is honoured in good faith, and further exceptions are at our discretion.

Repeated late cancellations or missed sessions - more than two during any rolling package period - may be raised as a coaching conversation because consistent non-attendance is not in your interests. In persistent cases, Lumivera Coaching & Consulting Limited may pause or end the working relationship.

For coaching packages, the applicable cancellation and refund terms take effect from the date payment is received, rather than the date of the first session. Sessions purchased as part of a package must be used within 4 months for a 6-session package and within 6 months for a 12-session package. Any sessions that are not booked or used within the relevant validity period will lapse without refund or rollover. It is your responsibility to schedule sessions in a timely manner.

The coach/mentor may occasionally need to cancel or reschedule a session. Where this happens, you are offered a full refund or a reschedule at no extra cost, and the equivalent time is added back to any package validity period. In terms of packages, where we cancel or reschedule a session, the equivalent time will be added to the package validity period; however, cancellations or rescheduling requested by the Client will not extend the validity period. Extensions may be considered in exceptional circumstances following a written request.

If you need to pause or exit a programme because of a serious personal or health situation, contact info@lumiveracoaching.co.uk. The coach/mentor will consider the circumstances with care and may, at their discretion, offer a credit or partial refund for undelivered sessions, taking account of the notice provided and the circumstances. Sessions already delivered are non-refundable.

If you wish to end your coaching programme, we will discuss it openly so we can bring proper closure to the relationship. Either party may end the agreement at any time with 7 days' written notice.

Upon termination, any sessions included in a package that have not yet been delivered will not be refunded, and all sessions already delivered remain non-refundable. Where the agreement is terminated due to repeated missed sessions, late cancellations or misconduct, any remaining unused sessions will be forfeited and no refund will be issued.

6. Confidentiality

What you share, in writing or conversation, is held in confidence under the EMCC Global Code of Ethics. The coach-client relationship is not legally privileged in the way medical or

legal relationships are. The coach/mentor will not disclose information about you, or use your name as a reference, without your consent, except where disclosure is required or permitted under this section.

Confidentiality is kept except where the law requires disclosure, or where there is reasonable concern about serious harm or a safeguarding risk. In those cases the coach/mentor acts in line with safeguarding and legal obligations and, wherever safe to do so, tells you first. Information may be shared without your consent where:

- it is in the wider public interest - for example, intent to commit, or information about, a serious crime;
- a child or vulnerable person may be at risk of harm, neglect, or abuse;
- you are at risk of harming yourself or another person;
- a court orders the release of information or records.

The coach/mentor receives regular supervision; any discussion there is fully anonymised, and no identifying details are shared without your written consent. You agree to keep session methods and techniques confidential unless agreed otherwise in writing. Sessions are not recorded unless both parties agree in writing in advance, with the purpose and storage clearly stated.

7. Record keeping

The coach/mentor keeps a proportionate digital record of each Client's work and progress. Records are stored securely and handled in line with applicable UK law to protect your privacy. Full detail of how your personal data is collected, used, and protected is set out in the [Privacy Policy](#).

8. Accreditation verification

To gain and maintain accreditation with the EMCC, the coach/mentor may need coaching relationships verified by that body. With your consent, only your name, contact details, and coaching start and end dates are shared for this purpose. No session notes or personal content are shared. Your consent is recorded in your Coaching Agreement.

9. Your Personal safety and crisis support

Lumivera Coaching & Consulting Limited is not a crisis service. If you are experiencing thoughts of harming yourself or others, contact the emergency services on 999, or NHS 111. If you have a physical or mental health condition you are not receiving support for, please make an appointment with your GP, who can signpost you to the right help.

General mental health support lines include:

- Samaritans - 116 123 - free, confidential support for anyone, 24 hours a day, every day.
- SANEline - 0300 304 7000 - for anyone affected by mental illness, including families and carers; open 4pm to 10pm, every day.
- CALM - 0800 58 58 58 - for anyone who is struggling or in crisis; open 5pm to midnight, every day.

10. The Coach's safety

Lumivera Coaching & Consulting Limited is a respectful enterprise and treats clients with respect and dignity at all times. It holds the same expectation in return, and has zero tolerance for abuse of the coach/mentor in any form.

If the coach/mentor experiences your communication as abusive, services will be withdrawn. Abuse here is not limited to inappropriate language; it includes any communication judged to be unduly aggressive or threatening. In that event you will not be eligible for a refund for services already delivered. This does not affect your right to complain appropriately, and the complaints process remains available to you.

Where a session takes place while the Client is intoxicated or under the influence of drugs, Lumivera Coaching & Consulting Limited reserves the right to end the appointment immediately, without notice or refund. Lumivera Coaching & Consulting Limited also reserves the right to decline to see any individual; a reason may be requested by email or telephone, subject to confidentiality, safeguarding, legal, and equality obligations.

11. Intellectual property

Materials provided during sessions - including worksheets, documents, articles, content frameworks, methods, techniques, processes, and online modules - remain the intellectual property of Lumivera Coaching & Consulting Limited unless stated otherwise. They may be used only for your own personal use and may not be copied, recorded, distributed, sold, taught, published, adapted for commercial use, or used for another purpose without prior written consent.

12. Limitation of liability

The coach/mentor will not be liable for any direct, indirect, incidental, or consequential damages arising from the use of coaching or mentoring services. You are solely responsible for your own wellbeing, decisions, choices, actions, and results arising from the coaching relationship.

Coaching and mentoring are not therapy. They do not substitute for therapy and do not prevent, cure, or treat any mental disorder or medical condition. Coaching does not involve the diagnosis or treatment of mental disorders as defined by the DSM-5 (American Psychiatric Association) or ICD-11 (World Health Organisation), and is not a substitute for counselling, psychotherapy, mental health care, substance misuse treatment, or legal, medical, or financial advice. It is your responsibility to seek independent professional guidance where needed. If you are currently under the care of a mental health professional, we recommend you inform them of the nature and extent of this coaching relationship.

Except as expressly provided in these Terms and your Coaching Agreement, the coach/mentor makes no guarantees, representations, or warranties of any kind, express or implied, in respect of the services. In no event shall the coach/mentor be liable for indirect, consequential, or special damages. The Coach's total liability under these Terms and your Coaching Agreement, and your exclusive remedy, is limited to the fees paid by you for the specific coaching package to which the claim relates.

Nothing in these Terms or your Coaching Agreement limits or excludes liability that cannot lawfully be limited or excluded, including liability for death or personal injury caused by negligence, or for fraud.

14. Complaints

If you need to raise a concern or complaint about any aspect of the service, please contact us by email at info@lumiveracoaching.co.uk, and we will work to resolve it promptly and in good faith. Please raise concerns appropriately; aggression, threats, and violence will not be tolerated.

15. Applicable law and dispute resolution

These Terms and the Coaching Agreement are governed by and construed in accordance with the laws of England and Wales. Any concern is raised first by email, and we aim to resolve it in good faith. Any unresolved dispute is subject to the laws of England and Wales.

16. Amendments

These Terms and Conditions may be updated from time to time, with the current version published at www.lumiveracoaching.co.uk. Continued use of the services after any change constitutes acceptance of the updated Terms.