

## TERMS AND CONDITIONS

FOR THE PURPOSES OF CLARITY, THE FOLLOWING TERMS WILL BE USED WITHIN THIS DOCUMENT:

**SESSION:** THIS TERM REFERS TO THE SERVICE BEING PROVIDED.

**CLIENT:** THE PERSON BOOKING AND ATTENDING THE SESSION. IN THE EVENT THAT THE SESSION IS BEING BOOKED ON BEHALF OF THE PERSON ATTENDING THE SESSION, BOTH PARTIES WILL NEED TO AGREE TO THE TERMS AND CONDITIONS AND WILL BOTH BE HELD ACCOUNTABLE.

**COACH:** THE PERSON RUNNING THE SESSION.

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### PAYMENT

PAYMENT MUST BE MADE IN FULL 48 HOURS IN ADVANCE OF THE COMMENCEMENT OF A SESSION. THIS MUST BE MADE BY VIA: [HTTPS://WWW.RACHELMEADOWSCOACHING.COM/BOOKINGS](https://www.rachelmeadowiscoaching.com/bookings)

IF PAYMENT IS NOT RECEIVED AT THIS TIME, THE SESSION WILL BECOME BOOKABLE TO OTHER CLIENTS.

### CANCELLATION

THERE WILL BE NO CHARGE FOR SESSIONS CANCELLED WITHIN 48 HOURS OF THE COMMENCEMENT OF THE SESSION.

IF SESSIONS ARE CANCELLED WITH LESS THAN 48 HOURS NOTICE, THE SESSION IS PAYABLE AT 100% OF THE SESSION FEE. REFUNDS WILL NOT BE AVAILABLE.

THIS ALSO INCLUDES (BUT IS NOT LIMITED TO) NON-ATTENDANCE DUE TO ILLNESS INCLUDING COVID-19 OR FORGETTING THE ARRANGEMENT.

IF SESSIONS HAVE BEEN BOOKED AS PART OF A PROGRAM OR PACKAGE AND CANCELLED WITH LESS THAN 48 HOURS NOTICE OR NOT ATTENDED, THE SESSION WILL BE FORFITTED.

### RESCHEDULING

DUE TO ADDITIONAL PROFESSIONAL COMMITMENTS, YOUR COACH MAY HAVE TO RESCHEDULE A SESSION FROM TIME TO TIME. THIS WILL BE KEPT TO A MINIMUM AND AS MUCH NOTICE AS POSSIBLE WILL BE GIVEN. THE SESSION WILL BE RESCHEDULED AS SOON AS POSSIBLE.

#### RESCHEDULING IN ADVANCE

CLIENTS MAY RESCHEDULE SESSIONS TO ANY OTHER CONVENIENT TIME VIA THE LINK IN THE BOOKING FORM CONFIRMATION EMAIL UP TO 48HOURS BEFORE THE COMMENCEMENT OF THE SESSION WITHOUT INCURRING FEES.

#### RESCHEDULING AT SHORT NOTICE

IF THE CLIENT NEEDS TO RESCHEDULE A SESSION WITH LESS THAN 48HOURS NOTICE, IT MUST BE RE-BOOKED WITHIN THE SAME WEEK OF THE ORIGINAL BOOKING (MON – SUN). SESSIONS THAT CAN NOT BE RESCHEDULED WITHIN THE SAME WEEK OF THE ORIGINAL BOOKING WILL BE CONSIDERED A CANCELLATION AND WILL BE CHARGED IN FULL.

## LATE ATTENDANCE

IF THE CLIENT IS LATE TO A SESSION, THE SESSION WILL BE CHARGED IN FULL AND WILL FINISH AT THE SCHEDULED TIME.

## COVID – 19

- ALL SESSIONS WILL BE CARRIED OUT ONLINE VIA ZOOM.
- CLIENTS MAY REQUEST AN IN-PERSON SESSION BUT THIS IS AT THE DISCRETION OF THE COACH AND WILL DEPEND ON AVAILABILITY.
- IN THE INTEREST OF HEALTH AND SAFETY FOR BOTH COACH AND ALL CLIENTS, IN-PERSON SESSIONS WILL BE SUBJECT TO EVIDENCE OF A NEGATIVE LATERAL FLOW TEST 24 HOURS BEFORE THE COMMENCEMENT OF THE SESSION. ONCE THE NEGATIVE TEST HAS BEEN REPORTED VIA THE NHS WEBSITE, THE CLIENT SHOULD FORWARD/ SCREENSHOT THE TEXT OR EMAIL TO THE COACH. FAILURE TO PRESENT EVIDENCE OF A NEGATIVE LATERAL FLOW TEST WITHIN THE GIVEN TIME FRAME MAY RESULT IN THE SESSION BEING CANCELLED BY THE COACH. THIS WILL BE PAYABLE TO THE CLIENT AT 100% OF THE SESSION FEE.
- IN THE EVENT OF A POSITIVE LATERAL FLOW TEST, CLIENTS SHOULD NOTIFY THE COACH ASAP AND NOT ATTEND THE SESSION. REFUNDS WILL NOT BE AVAILABLE IF CANCELLED LESS THAN 48 HOURS BEFORE THE COMMENCEMENT OF THE SESSION.
- IN THE EVENT OF A CLIENT DISPLAYING ANY SYMPTOMS OF COVID-19 SUCH AS, FEVER, RUNNY NOSE OR COUGH, THEY SHOULD NOTIFY THE COACH ASAP AND NOT ATTEND THE SESSION. THIS IS REGARDLESS OF A NEGATIVE LATERAL FLOW TEST. FAILURE TO DO SO MAY RESULT IN THE COACH ASKING THE CLIENT TO LEAVE THE SESSION WHICH WILL BE PAYABLE TO THE CLIENT IN FULL.
- DURING AN IN-PERSON SESSION, BOTH CLIENT AND COACH WILL ADHERE TO SOCIAL DISTANCING.
- IN-PERSON SESSIONS WILL BE HELD IN A ROOM WITH OPEN WINDOWS FOR VENTILATION.
- CLEANING WILL TAKE PLACE IN-BETWEEN EACH SESSION.

## RESPONSIBILITY

YOU WILL BE GUIDED WITH INDIVIDUALLY TAILORED TRAINING TO HELP KEEP YOUR VOICE IN AN EFFICIENT AND HEALTHY CONDITION. HOWEVER, YOU ARE ULTIMATELY RESPONSIBLE FOR YOUR OWN VOCAL HEALTH. THEREFORE YOU MUST PRACTICE RESPONSIBLY AND TAKE INTO CONSIDERATION ANY EFFECTS THAT PRACTICING/ PERFORMING UNDER DIFFERENT CONDITIONS MAY HAVE ON YOUR VOCAL HEALTH.

WHILST YOUR HIGHLY TRAINED COACH WILL ADVISE AND NURTURE YOU AND YOUR INSTRUMENT (VOICE), YOUR COACH DOES NOT TAKE RESPONSIBILITY FOR YOUR VOCAL HEALTH AND WILL NOT BE HELD ACCOUNTABLE FOR ANY ISSUES OR INJURIES.

## CONTACT

IF YOU HAVE ANY QUESTIONS OR CONCERNS RELATING TO ANY OF THE POINTS WITHIN THIS DOCUMENT, PLEASE DO NOT HESITATE TO GET IN TOUCH: [HELLO@RACHELMEADOWS.CO.UK](mailto:HELLO@RACHELMEADOWS.CO.UK).

THANK YOU IN ADVANCE FOR YOUR COOPERATION.