

# SmartWoman™ Terms and Conditions

An programme run by Susan Doering of Doering Executive Training & Coaching. This programme will be operated and facilitated online via video conferencing ('Zoom').

## Registration

Please register and pay in advance with PayPal, debit/credit card or via bank transfer. Your place on the SmartWoman™ programme is confirmed with your payment.

## Fee

The fee of £550 for 2 group coaching sessions of 90 minutes each on fixed dates plus 3 individual coaching sessions on dates agreed between the client and the coach Susan Doering is payable in GBP in advance via the website. Payment must be received by bank transfer or PayPal by the start of the programme. All bank fees including international currency exchange and transfer fees payable by the client.

## Attendance, Cancellation and Refunds

The dates of the 2 group coaching sessions are fixed and there is no refund for non-attendance. Dates and times for the 3 individual coaching sessions will be agreed between the client and Susan Doering. Rescheduling by the client or the coach is only possible with at least 48 hours' notice.

If you need to cancel you may do so up to 7 days before the programme commences and will receive a 50% refund. I will use all reasonable endeavours to accommodate requests for transfers to alternative dates but shall be under no obligation to grant such requests.

In the event of cancellation of the programme for any reason by the coach, clients will receive a full refund.

## Confidentiality and Your Data

The 3 individual coaching sessions are covered by the ICF (International Coach Federation) rules on confidentiality. In the 2 group coaching sessions participants are requested to respect confidentiality with regard to each other.

By registering and taking part in the programme you agree to Susan Doering keeping your name and email address in a coaching log which is confidential but may be produced to the ICF (International Coach Federation) for accreditation and assessment purposes. No other information is provided.