

Coach's Programme Agreement – Terms and Conditions

This agreement has been designed to protect the quality of the training you receive on our Coach's Programmes.

The School of Coaching is an ethical organisation that values honest and open communication with its participants. In the unlikely event that you are unable to meet your obligations under this agreement, please feel free to contact us to discuss your individual circumstances.

Payment for Training

Total Cost: 61, 478 AED / £10, 200 – Please note there is flexibility with payment terms

Selection/ Deposit: Applications for a place on one of our Coach's Programmes will only be considered when an application form is completed and received.

For the Coach's Programme, there is a deposit fee of £250; this is payable by cheque or bank transfer after the selection interview stage and will be deducted from the final cost of the programme.

Full Payment: Once accepted on to the programme (an email or a formal letter will be sent) the balance of the programme fees must be received in order to confirm a place on the course. Until such time as full payment is received The School of Coaching may continue to sell or allocate places.

Cancellation by Participant

Each participant has the right at any time to cancel their place on the training programme. All requests to cancel must be made in writing to The School of Coaching Programme Manager at:

The School of Coaching
1st Floor, Building 5, Chiswick Park,
566 Chiswick High Road
London, W4 5YF

Or

programmes@theschoolofcoaching.com

Received applications will be acknowledged by formal letter or email by The School of Coaching and be processed as below:

- On receipt of the application it will be reviewed and if suitable a mutual acceptance interview with the participant will be arranged. (Part of The School of Coaching application process: an interview with one of our coaches to check that the programme is appropriate to the participant's learning needs. Our preference is to do this face to face but if travel makes this difficult then this can be done over the phone if required)
- If the School feels that the participant's learning objectives can be achieved on the programme then an acceptance letter or email by The School of Coaching is sent out. The participant can then decide to accept this offer in writing or email.
- Cancellations received before the acceptance is received by the School are not subject to a cancellation charge.
- Cancellations received after the acceptance has been acknowledged by the School and 91 or more days before the start of the programme are not subject to a cancellation charge.

- Cancellations received after the acceptance has been acknowledged by the School and 31 – 60 days before the start of the programme are subject to a cancellation charge of 25% of total programme fees.
- Cancellations received after the acceptance has been acknowledged by the School and 15 – 30 days before the start of the training programme are subject to a cancellation charge of 50% of total programme fees.
- Cancellations received after the acceptance has been acknowledged by the School and 1 – 14 days before the start of the training programme are subject to a cancellation charge of 100% of total programme fees.
- Participants who fail to attend the training programme or who withdraw from the programme after it has commenced are subject to a cancellation charge of 100% of total programme fees.

The School of Coaching reserves the right to re-sell or re-allocate cancelled places.

Transfer of Places by Participant

Each participant has the right, prior to the start of the programme, to request to transfer their place to another equivalent programme. Such requests must be made in writing to the Programme Manager at either the company postal or email address (as stated under section: Cancellation by Participant).

Received requests will be acknowledged in writing and/or email by The School of Coaching and be handled as below:

- Transfers received 11 or more days before the start of the training programme are subject to a transfer charge and any venue costs incurred.
- Transfers received 0-10 days before the start of the training programme are subject to a transfer charge, any venue costs incurred and 10% of total Programme fees.

The School of Coaching reserves the right to re-sell or re-allocate transferred places.

A participant cannot transfer their place on a programme to another person without The School of Coaching's written consent.

Changes to Programme Logistics

Training programme logistics are correct at the time of publishing (within either online or printed materials). However, alterations to venue, dates, opening and closing times and programme personnel may occasionally be necessary. The School of Coaching reserves the right, at any time, to change the programme venue, programme dates or programme personnel and, where possible, will give reasonable notice of such changes. The participant shall not have any claim against The School of Coaching in respect of any consequential or indirect loss whatsoever.

The School of Coaching reserves the right, at any time, without prior notification, to cancel a programme and offer an alternative date, credit or a refund. The participant shall not have any claim against The School of Coaching in respect of any consequential or indirect loss whatsoever.

Training Materials

The participant acknowledges the training materials, including hand-outs, information, documentation, workbooks and the manner in which they are presented, are the intellectual property of The School of Coaching Ltd.

The participant shall not reproduce or copy or vary or adapt the materials by any means or in any way whatsoever for commercial use.

To the fullest extent permitted by the law, neither The School of Coaching nor its coaches will be liable by reason of breach of Contract, negligence or otherwise for any loss or damage (whether direct, indirect or consequential) occasioned to any person acting or omitting to act or refraining from acting upon the course material or presentation of the course.

Waiver and Termination

Any waiver given by The School of Coaching in relation to any condition will only be effective if given in writing and will only be valid on that occasion.

The School of Coaching has the right to terminate the contract with the participant immediately in the following circumstances:

- Where the participant has committed a breach of his or her obligations under the terms and conditions.
- Where the participant acts in an inappropriate manner that compromises the learning of other participants or brings The School of Coaching into disrepute (in the event of such behaviour, the participant will always first be given the opportunity to change the situation).
- Where the relationship between The School of Coaching and participant has, even after mediation, become untenable. In the event of the termination of the contract, the provisions set out in relation to cancellation will apply.

Communication

Should a participant have any concerns relating to the programme and wish to raise them formally then s/he should write to The School of Coaching Programme Manager by post or email at the company address (as stated under section: Cancellation by Participant).

If the participant is not satisfied with the response of the Programme Manager the participant should write a letter or email stating why they are dissatisfied and address it to John Grisby, Faculty/ Special Projects Manager at The School of Coaching. The decision of the Manager, in relation to that letter or email, is final and there will be no further communication on the matter.

Accreditation

The School of Coaching Coach's Programme has been awarded Practitioner Level by the European Mentoring Coaching Council (EMCC). The School of Coaching has and will take all reasonable steps to ensure that the programmes offered maintain their status as an accredited coach training programme.

The School of Coaching however cannot be held liable in respect of any decision, action or alteration to the course standards taken by the EMCC which may have a subsequent effect of altering the status of the course offered by The School of Coaching.

Confirmation

I enclose my application form.

I acknowledge receipt of this agreement and confirm that I accept the terms and conditions set out in this agreement.

Signature _____ Date _____

Name _____ Title _____

Signature _____ Date _____

Name _____ Title _____

Signed for and on behalf of The School of Coaching Ltd