

THE OUTFIT ANGEL COMMAND THE ROOM

TERMS & CONDITIONS

Please read these Terms and Conditions carefully before signing them.

Your access to and use of these services is conditional on your acceptance of and compliance with these Terms and Conditions.

These Terms & Conditions apply to all users of the service and all bookings made.

By using the services and signing this document, you agree to be bound by these Terms and Conditions.

If you disagree with any of these Terms and Conditions, then you may not use the Services.

'The Coach', 'I' and 'me' refers to The Outfit Angel.

'The Client' and 'you' refers to any person who contacts or books The Outfit Angel for services.

PAYMENT TERMS

- Deposits secure the Client's booking and are **non-refundable** except during the **14-day Cooling-Off Period**.
- All invoices must be paid by the **due date** stated on the invoice
- Late or non-payments may be subject to additional fees, service suspension or legal action where necessary.
- Please quote the **invoice number** when making payment.
- Payments must be made via BACS transfer to the account details provided at the bottom of the invoice or by the Payment Link sent to the Client by the Coach.
- All Balance payments are final and no refunds will be issued except in exceptional circumstances or within the Cooling-Off Period.
- If the Client anticipates any issues with payment, contact the Coach to discuss payment options.

COOLING-OFF PERIOD

- For all bookings, clients are entitled to a **14-day cooling-off period** from the date of purchase, in line with the **UK Consumer Contracts Regulations 2013**.

- The date of purchase is defined as **the date the Deposit Payment is made**.
- If the Client wishes to cancel within this 14-day window, they must notify The Outfit Angel in writing (via email) to request a refund.
- If the service has already been started or completed within this timeframe, the cooling-off period no longer applies, and no refunds will be issued.
- The service is considered to have started when the first session has taken place.
- Beyond the 14 days, The Outfit Angel cancellation policies apply (see below).

CANCELLATION & RESCHEDULING POLICY

- If the Client wishes to cancel their session, unless cancellation is made within the **14-day cooling off period**, the Client is **not** entitled to a refund.
- If a session is cancelled, the Client may reschedule for another date.
- If the Client wishes to reschedule their session, the request must be made no later than **three working days** prior to the date of the session.
- If the Coach has cancelled the session, an alternative date will be offered to the Client.
- Alternative dates will be offered within **28 days** of the original session date and are subject to availability.
- Payments already made will be rolled over to the new session date.

UNFORESEEN CIRCUMSTANCES

- If an unforeseen circumstance or emergency prevents the Coach from attending the session, the Coach will make contact as soon as possible.
- If an unforeseen circumstance or emergency prevents the Client from attending the session, the Client must inform the Coach as soon as possible.
- Sessions missed due to unforeseen circumstances or emergencies for either party will be rescheduled as per the Cancellation & Rescheduling Policy.

NO-CALL NO-SHOW POLICY

- Failing to attend a session without informing the Coach of the reason **within 24 hours** of the session time is considered a 'no-call, no-show'.
- **No refunds** are issued to Clients who are no-call, no-show.
- Repeated no-call no-shows will result in the Client being unable to book any further services with The Outfit Angel.

CLIENT RESPONSIBILITIES

- Clients must ensure they have a functional device and a stable internet or data connection for their session.
- Clients are required to log in for the session on time.
- If the Client experiences connection problems or anticipates a delay, please get in touch with the Coach as soon as possible or the session will be logged as a no-show.
- Bullying, abuse or disrespectful behaviour will **not** be tolerated under any circumstances, including on social media platforms or in reviews.
- Any such incidences of bullying or abuse, whether during a session, on social media or in reviews will result in **immediate blacklisting** and the Client will not be able to book any future sessions with The Outfit Angel or participate in any current or future programs, memberships or communities.

SOCIAL MEDIA AND PROMOTIONAL MATERIAL

- The Coach may ask permission to use the Client's name, images taken during the session, and social media handles in posts on social media or in marketing materials.
- Please let the Coach know if you would prefer this did not happen.
- Clients are permitted to share any photographs or videos from their sessions on their own social media pages.

SATISFACTION POLICY

- All sessions provide the Client with guidance, actionable advice, strategies, tools, and insight.
- Long-term implementation and changes are the Client's responsibility.
- Outcomes will vary based on each Client's willingness to implement the advice given during the program.
- **No refunds will be issued based on later dissatisfaction.**
- If concerns arise immediately after any session, the Client must contact the Coach within **24 hours** of the session to discuss any issues or clarifications.