

## Parent/Guardian Coaching Agreement & Terms and Conditions

When booking Emotional Logic coaching for their children directly with Exciting Education, parents/guardians are sent a personalised copy of this document which they agree to and sign before our sessions begin. This generic online version is made available for prospective clients to view.

### 1. Introduction

These Terms and Conditions govern the coaching services provided by Exciting Education Limited ("we", "our", or "the Coach") to children and young people under the age of 18.

The legal agreement is made between Exciting Education Limited and the child's parent or legal guardian ("Parent"). By booking, purchasing or participating in our services, the Parent confirms that they have read, understood and agree to these Terms.

### 2. About Our Coaching

Our coaching services are designed to support children and young people in developing confidence, resilience, emotional wellbeing, motivation, communication skills, goal setting and personal development.

Coaching is future-focused and developmental. It is **not**:

- Counselling
- Psychotherapy
- Clinical psychology
- CAMHS
- Social work
- Medical treatment
- Crisis intervention
- Behavioural diagnosis

Our coaches do not diagnose or treat mental health conditions.

### 3. Parent/Guardian Consent

Children under the age of 18 may only receive coaching with the informed consent of a parent or legal guardian.

By signing this Agreement, the Parent confirms that:

- they have parental responsibility for the child;
- they consent to coaching sessions;
- the information provided is accurate;
- they understand the nature and limits of coaching.

#### **4. Child Participation**

Children are encouraged to participate voluntarily.

If, in the Coach's professional opinion, a child is unwilling or unable to engage constructively, sessions may be paused or ended.

The Coach may recommend alternative support where coaching is no longer appropriate.

#### **5. Safeguarding**

The welfare of every child is our highest priority.

We are committed to safeguarding children and operate in accordance with UK safeguarding legislation and recognised good practice.

Where appropriate we may:

- follow our Safeguarding Policy;
- record safeguarding concerns;
- seek advice from safeguarding professionals;
- refer concerns to Children's Services or the Police.

The Parent understands that safeguarding responsibilities override confidentiality where necessary. Our complete Safeguarding Policy can be found here on our website:

<https://www.excitingeducation.co.uk/key-documentation>

#### **6. Confidentiality**

We aim to create a trusting environment for every child.

Information shared during coaching is treated as confidential.

However, confidentiality cannot be guaranteed where:

- a child is at risk of harm;
- another person is at risk;
- criminal activity is disclosed;
- disclosure is required by law;
- safeguarding concerns arise.

Where possible and appropriate, we will discuss any necessary disclosure with the child and Parent before sharing information.

#### **7. Parent Communication**

Parents will receive appropriate updates regarding progress.

To maintain trust with the child:

- detailed conversations during coaching will usually remain private;
- only significant themes, agreed actions and progress updates will normally be shared;
- safeguarding concerns will always be communicated where appropriate.

## **8. Medical and Mental Health**

Parents must inform us before coaching begins if their child:

- has a diagnosed mental health condition;
- is receiving counselling or therapy;
- is under CAMHS or similar services;
- has additional learning or communication needs;
- has any medical condition that may affect coaching.

We reserve the right to request confirmation from an appropriate healthcare professional that coaching is suitable.

## **9. Coaching Is Not Emergency Support**

Our services do not provide emergency safeguarding, crisis intervention or mental health support.

Parents remain responsible for seeking immediate assistance from emergency services or appropriate professionals where required.

## **10. Sessions**

Sessions may take place:

- in person;
- online;
- by telephone (where appropriate).

Session length will normally be 45–60 minutes unless otherwise agreed.

## **11. Online Sessions**

Parents are responsible for ensuring:

- suitable supervision where appropriate;
- a private environment;
- reliable internet access;
- appropriate equipment.

For safeguarding purposes, the Coach may end an online session if they believe it is not safe or appropriate to continue.

## **12. Supervision and Collection**

Unless agreed otherwise:

- Parents remain responsible for their child before and after sessions.
- Parents must remain in the home at all times during the session and follow our staff safeguarding policy when working in family homes.
- We are not responsible for supervision outside booked coaching sessions.

## **13. Behaviour Expectations**

Children are expected to:

- treat others respectfully;
- follow reasonable instructions;
- avoid abusive or threatening behaviour.

Parents are expected to:

- communicate respectfully;
- support agreed coaching arrangements;
- ensure punctual attendance.

Persistent inappropriate behaviour may result in coaching being ended.

## **14. Bookings and Payment**

Payment is due before sessions unless a payment plan has been agreed in writing.

Late payments may result in suspended coaching.

## **15. Packages**

Where a longer series of sessions are purchased as a package:

- they must normally be used within 6 months;
- unused sessions may expire unless otherwise agreed;
- packages are non-transferable.

## **16. Cancellations**

Parents may reschedule by giving at least **48 hours' notice**.

Less than 48 hours' notice may result in the session being forfeited.

If the Coach needs to cancel, an alternative appointment will be arranged.

## **17. Refund Policy**

Unless required by law:

- coaching sessions already delivered are non-refundable;
- partially completed programmes are not normally refundable;
- digital resources cannot be refunded once accessed.

Nothing in these Terms affects statutory consumer rights.

## **18. Results Disclaimer**

Every child is different.

While coaching aims to support positive development, we cannot guarantee specific outcomes including:

- improved academic performance;
- behavioural change;
- emotional outcomes;
- confidence;
- school attendance;
- family relationships.

Success depends upon many factors outside the Coach's control.

## **19. Intellectual Property**

All worksheets, journals, activities, videos, resources and materials remain the intellectual property of Exciting Education or The Emotional Logic Centre.

Materials may not be copied, reproduced, shared, sold or distributed without written permission.

## **20. Recording Sessions**

No session may be recorded by either party without prior written agreement.

Any authorised recordings remain the intellectual property of Exciting Education unless otherwise agreed.

## **21. Photography and Marketing**

We will never use photographs, videos or testimonials featuring a child without separate written consent from the Parent.

Consent may be withdrawn at any time.

## **22. Data Protection**

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information is used only for:

- delivering coaching services;
- safeguarding;
- administration;
- legal obligations;
- agreed communications.

Please refer to our Privacy Policy for full details. This can be found on our website:

<https://www.excitingeducation.co.uk/key-documentation>

## **23. Complaints**

Any concerns should first be raised with us in writing.

We will respond to any complaint by following our complaints policy which can be found on our website: <https://www.excitingeducation.co.uk/key-documentation>

## **24. Limitation of Liability**

Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- any liability that cannot legally be excluded.

Subject to the above, our liability shall be limited to the total fees paid for the coaching services giving rise to the claim.

We are not responsible for indirect or consequential loss.

## **25. Termination**

Either party may terminate coaching by providing written notice.

We reserve the right to end coaching immediately where:

- safeguarding concerns arise;
- abusive behaviour occurs;
- fees remain unpaid;
- coaching is no longer appropriate;
- these Terms are seriously breached.

**26. Force Majeure**

We are not responsible for delays or failure to perform services caused by circumstances beyond our reasonable control, including illness, severe weather, power failures, internet outages, government restrictions or other unforeseen events.

**27. Governing Law**

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales unless applicable consumer legislation provides otherwise.

**28. Acceptance**

By booking or purchasing coaching services, the Parent confirms that they:

- have read these Terms;
- understand these Terms;
- agree to be bound by these Terms;
- consent to their child participating in coaching.

**Parent/Guardian Declaration**

I confirm that:

- I am the parent or legal guardian of the child named below.
- I have read and understood these Terms and Conditions.
- I consent to my child receiving coaching services from Exciting Education Ltd.
- I understand the limits of confidentiality and safeguarding responsibilities.
- I understand that coaching is not therapy, counselling or medical treatment.

**Child's Name:** \_\_\_\_\_

**Parent/Guardian Name:** \_\_\_\_\_

**Relationship to Child:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_