

Private Coaching Terms and Conditions

For one-to-one coaching delivered by Sara Davison or an approved member of the coaching team

Effective from 3 August 2026

Breakup & Divorce Global Ltd

Company number 17271384 | 5 Brayford Square, London, E1 0SG | support@saradavison.com

These Terms apply together with your booking confirmation, which identifies your coach, sessions, fees and package details.

1. Your coaching agreement

Private coaching is provided by Breakup & Divorce Global Limited through Sara Davison or an approved coach. Your contract is with the company unless your confirmation expressly says otherwise. By booking or attending, you accept these Terms.

Coaching is a collaborative process intended to support reflection, decision-making and practical change. The coach will use reasonable care and skill, but outcomes depend on your circumstances, choices and participation and are not guaranteed.

2. Scope and professional boundaries

Coaching is not therapy, counselling, medical or mental-health treatment, legal or financial advice, mediation, or crisis support. Coaches do not diagnose or treat health conditions and cannot advise you what legal or financial decision to make. You remain responsible for your decisions and should obtain advice from appropriately qualified professionals where needed.

Coaching may discuss relationship breakdown, domestic abuse, coercive control, trauma and other sensitive subjects. You are responsible for deciding whether you feel ready to participate and for obtaining therapeutic, medical or crisis support separately. If there is immediate danger or a crisis, contact the emergency services or an appropriate specialist service rather than relying on coaching or email support.

3. Sessions and packages

Session length, number, delivery method and any package expiry date are stated in your booking confirmation. Sessions are normally held online. You are responsible for a suitable device, connection and private setting. Please join on time; a late arrival will usually shorten the session so the next client is not affected.

Sessions are personal and may not be transferred without our written agreement. Any between-session contact, messaging or materials are limited to what is expressly included in your package and are not an emergency or unlimited-access service.

4. Fees and payment

Fees, VAT (if applicable) and payment dates are stated when you book. Payment is required in advance unless we agree otherwise. A package payment plan is a commitment to pay the full package price, not a cancel-any-

time subscription. If payment is overdue, we may suspend sessions and support until the account is brought up to date.

5. Consumer cancellation rights

If you book online as a consumer, you normally have 14 days from our confirmation to cancel by emailing support@saradavison.com. If you ask us to begin coaching during that period and then cancel, we may deduct a reasonable amount for sessions or services already supplied. If the service is fully performed during that period after your express request and acknowledgement, the statutory right to cancel ends. Your rights where services are not supplied with reasonable care and skill are unaffected.

6. Changing or missing a session

You may rearrange a session by giving at least 48 hours' notice by the agreed booking method or by emailing support@saradavison.com. With less notice, or if you do not attend, the session will normally be treated as used and charged in full. We may waive this at our discretion in exceptional circumstances.

If your coach needs to change a session, we will offer a new time. Rescheduling does not normally entitle you to a refund. If the named coach becomes unavailable for a longer period, we may offer a suitable alternative coach, credit or another reasonable solution; your statutory rights remain unaffected.

7. Confidentiality and safeguarding

We treat coaching discussions as confidential and handle personal information under our Privacy Notice. Confidentiality may be limited where disclosure is required by law, you consent, we reasonably believe there is a serious risk of harm, a safeguarding concern arises, or limited information must be shared with authorised team members or professional advisers to deliver and protect the service.

One-to-one coaching sessions are not ordinarily recorded. Neither party may record or transcribe a session, or use an AI assistant, note-taker or transcription bot, without the other party's prior written agreement.

8. Your responsibilities and conduct

- Provide information that is accurate to the best of your knowledge and tell your coach about relevant risks or professional support.
- Take responsibility for your own choices, actions, wellbeing and implementation between sessions.
- Communicate respectfully and not behave in an abusive, threatening, discriminatory or inappropriate way.
- Do not copy, share, sell or distribute coaching materials except for your own personal use.

We may end a session or terminate coaching for serious misconduct, boundary violations, non-payment, safety concerns, persistent non-engagement or where coaching is no longer appropriate. Where reasonable, we will explain why and discuss referral or next steps. Fees for sessions already delivered or lost through your breach remain payable. Any refund for undelivered prepaid services will be considered in accordance with the contract and consumer law.

9. Intellectual property

All exercises, worksheets, recordings, programmes, tools and materials supplied remain our intellectual property or that of our licensors. You may use them personally for your own coaching journey but must not reproduce, share, publish, teach, sell, adapt or upload them to an AI system without written permission.

10. Liability

We are responsible for foreseeable loss caused by our breach or failure to use reasonable care and skill. We are not responsible for decisions you make, actions of your former or current partner or other third parties, outcomes in legal or financial proceedings, or losses caused by events outside our reasonable control. We are not liable for business losses where you purchase coaching mainly for personal purposes.

Nothing excludes liability where unlawful, including fraud or death or personal injury caused by negligence, or affects your statutory consumer rights.

11. General and governing law

If a clause is unenforceable, the remaining clauses continue. A delay in enforcing a right does not waive it. You may not transfer the agreement without our written permission. We may use approved coaches, administrators and service providers to deliver the contract while remaining responsible for our obligations.

These Terms are governed by the laws of England and Wales. If you are a consumer, the courts applicable under mandatory consumer law will have jurisdiction; otherwise the courts of England and Wales have exclusive jurisdiction.

12. Questions and complaints

Contact support@saradavison.com with enough information for us to investigate. We will aim to respond within a reasonable time and ask that you give us a reasonable opportunity to resolve the issue. Your statutory rights are unaffected.