KL NEESON COACHING

LIVE YOUR DREAM

ONE TO ONE COACHING AGREEMENT

This Agreement (**"the Agreement"**) is between KL Neeson Coaching Ltd (**"the Coach"**), whose details are set out in Schedule 1, and the client named in the Booking Confirmation (**"you"**, **"your"** or **"the Client"**) (together, **"the Parties"**).

Introduction

In accordance with the terms set out in this Agreement and its Schedules, the Coach agrees to provide the Services defined below to you in exchange for payment of the Fee.

1. The Agreement and the Programme

1.1. By entering into this Agreement, you understand and accept that you are entering into a programme for the provision of coaching services, being the one to one service you have chosen from Schedule 1 (the **"Programme"**), which is to be delivered by way of individual one to one sessions (the **"Sessions"**).

1.2. The **"Booking Confirmation"** is the email, invoice, welcome letter or checkout confirmation from the Coach that confirms your name and contact details, your Programme, the Fee, how and when it is to be paid, and any start or end date. These details vary from client to client, so they are confirmed there rather than in this document.

1.3. The **"Website"** is www.klneeson.com.

1.4. You accept this Agreement, and it begins, on the earliest of the date you confirm your acceptance by email or message, the date you tick to accept these terms at checkout, or the date you make your Initial Payment. No signature is needed.

1.5. The total cost of the Programme that you agree to pay (**"the Fee"**) is the amount shown in your Booking Confirmation. Schedule 1 explains how this relates to the Coach's standard fees. Your **"Initial Payment"** is the first payment shown in your Booking Confirmation, which may be the Fee in full or a first instalment.

1.6. Once the Initial Payment has been received in cleared funds, the Coach shall confirm the date of the first Session, unless your Booking Confirmation says that payment is due later.

1.7. This Agreement continues until the last Session has been delivered, unless it is ended earlier under clause 6 or clause 7. Where the Career Transition Support Guarantee applies, it continues until the end of the Guarantee Period (see Schedule 2). Where you choose to hold unused Sessions, it continues until they have been used or have expired (see clause 7.3).

2. The Services

2.1. The services to be provided by the Coach as part of the Programme are one to one career coaching and burnout recovery coaching services (**"the Services"**), as described in Schedule 1 and on the Website.

2.2. The Coach agrees to provide the Services with reasonable care and skill and in line with the description given in Schedule 1 and on the Website.

2.3. Your Sessions will be delivered by Kelly Neeson unless the Coach tells you otherwise. The Coach may use employees, contractors and other third-party providers to help deliver and administer the Services.

2.4. Sessions take place on Zoom unless otherwise agreed.

2.5. It is your responsibility to schedule the Sessions with the Coach by text, WhatsApp, email, the Coach's online booking system, or another method agreed with the Coach.

2.6. If the Coach is unable to attend a scheduled Session, the Coach will give you as much notice as possible and shall rearrange the Session for a mutually convenient time at no cost to you.

2.7. It is your responsibility to attend the Sessions at the agreed time. If you need to cancel or rearrange a Session, please give the Coach at least 24 hours' notice, and the Coach will in good faith make all reasonable efforts to rearrange it for a mutually convenient time.

2.8. Rearranged Sessions should take place within 14 days where possible, unless otherwise agreed with the Coach.

2.9. If you give less than 24 hours' notice, do not attend, or have not joined a Session 20 minutes after its scheduled start time, you will lose that Session and it will count as delivered, because the time has been reserved for you. You will not be charged anything further for it. The Coach understands that emergencies and unforeseen circumstances happen and will consider rearranging the Session in those circumstances.

2.10. If you would like contact in addition to the Sessions and other Services set out in Schedule 1, this will be arranged separately and any charge will be agreed with you first.

2.11. The Coach may make reasonable changes to the content or scheduling of the Programme where these are needed for a valid reason, such as a change in the law, a change to a third-party platform, or the Coach's availability. Any change will keep the Programme in line with the description you were given when you entered into this Agreement, or will improve it. The Coach will not change the Fee you have agreed to pay. If a change would materially reduce what you receive, the Coach will tell you in advance and you may end this Agreement and receive a refund for any Sessions you have paid for but not received.

3. **Your Obligations**

3.1. By entering into this Agreement, you confirm that:

3.1.1. you are at least 18 years of age; and

3.1.2. you are legally capable of entering into binding contracts.

3.2. You accept that as part of the Programme you may review and make decisions about your career, personal life, finances, lifestyle, education, development, and health and wellness. Those decisions, and acting on them, are your own responsibility. The Coach is not responsible for your decisions or for what results from them, subject to clause 9.9.

3.3. You understand that taking part in the Programme does not guarantee results or success, including securing any particular job, role or offer of employment. You will have access to information, resources and support designed to benefit you, but it is your responsibility to take action and to put them into practice.

3.4. You understand and accept that the Programme is not a substitute for counselling, therapy or medical care. If you are currently receiving medical or other professional help concerning your mental health, you should tell your practitioner about the Services and, if appropriate and relevant, tell the Coach.

3.5. You agree to attend the Sessions as agreed and during them to participate fully and communicate openly and honestly.

3.6. You understand that this Agreement can be cancelled or ended as set out in clauses 6 and 7, and that those clauses set out when refunds are available.

3.7. You confirm that the information you give to the Coach is true, correct, up to date and complete.

3.8. Materials and information provided during the Programme are for general information purposes only and do not constitute legal, medical or financial advice.

3.9. If you have any concerns about the Services or your participation in the Programme, please tell the Coach by email as soon as possible. The Coach will use all reasonable efforts to work with you to resolve your concerns.

4. Payment Terms

4.1. The Fee is shown in your Booking Confirmation. All fees are in pounds sterling and include any VAT that is payable.

4.2. Payments are taken securely online by card, Apple Pay, Klarna, Clearpay, or another method the Coach confirms to you in writing. Klarna and Clearpay are provided by those companies under their own terms. Any refund for a purchase made with them will be processed through them.

4.3. Where the Coach has agreed that you can pay by instalments, the amounts and dates are shown in your Booking Confirmation. Each instalment must be paid on or before its due date.

4.4. Where you pay by credit or debit card, you authorise the Coach to charge that card for the amounts shown in your Booking Confirmation. If a payment fails but you have already received access to the Programme, you agree to pay the amount due within 7 days.

4.5. The Fee shall be paid without any deduction or withholding except as required by law. This does not affect your statutory rights.

5. Late Payment

5.1. You are responsible for ensuring that the Fee, and each instalment, is paid in full and on time.

5.2. Where a payment is more than 7 days overdue, the Coach may pause the Services until the overdue amount has been paid, after first telling you.

5.3. Where a payment is 14 days overdue, the Coach may end this Agreement by written notice and may instruct a collection or legal agent to recover any amount you owe for Services already delivered, together with any reasonable costs of recovery.

6. Your 14-Day Right to Cancel

6.1. You have the right to cancel this Agreement within 14 days of the date it begins (see clause 1.4), without giving any reason. The Coach offers this right to all clients, wherever they live. Schedule 3 sets out how to cancel and includes a form you can use, although you do not have to use it.

6.2. To cancel, you must tell the Coach of your decision by a clear statement sent to **info@klneeson.com** or by post before the 14 days end.

6.3. The Coach will not begin the Services during the 14 days unless you ask for this. If you would like to begin sooner, you need to make the request described in Part 3 of Schedule 3.

6.4. If you make that request and then cancel, you will pay an amount in proportion to the Services provided up to the time you told the Coach you wished to cancel, and any balance of what you have paid will be refunded. If the Services have been fully delivered at your request, you will no longer have the right to cancel.

6.5. Any refund under this clause 6 will be made within 14 days of the day after you tell the Coach you wish to cancel, using the same payment method you used, unless you agree otherwise. You will not be charged a fee for the refund.

7. Ending this Agreement and Refunds

7.1. **Refunds in summary.** You pay for the Services you receive. If this Agreement ends early, you will not pay for Sessions that have not been delivered. Sessions that count as delivered under clause 2.9 are not refundable.

7.2. **Ending this Agreement yourself.** You may end this Agreement at any time, for any reason, by emailing **info@klneeson.com**.

7.3. **Your choice for unused Sessions.** If you end this Agreement under clause 7.2, or the Coach ends it under clause 7.7 or clause 7.9, it is your decision whether to:

7.3.1. receive a refund for any Sessions you have paid for but not received; or

7.3.2. hold those Sessions and use them within 2 years of the date you told the Coach you wished to stop or, where the Coach ended this Agreement, the date it ended. The Coach will email you a reminder before they expire. Sessions not used in that time will lapse, and no refund will be due for them.

7.4. **How unused Sessions are valued.** Each Session is valued at the Fee divided by the number of Sessions in your Programme. For the Career Clarity Session, the whole Fee is treated as used once the 90-minute Session has taken place, because your rewritten CV and action plan are delivered as part of it. If you have paid less than the value of the Services delivered, you will pay only the difference, and no further instalments will be due. Refunds will be made within 14 days of you telling the Coach your choice.

7.5. **Serious breach.** Either Party may end this Agreement by written notice if the other commits a material breach which cannot be put right, or which is not put right within 14 days of being notified of it.

7.6. **Non-payment.** The Coach may end this Agreement under clause 5.3 if a payment remains overdue.

7.7. **Non-engagement.** Coaching relies on regular contact. The Coach may end this Agreement if you cancel or miss three booked Sessions in a row, or if no Session has taken place for three months and no pause has been agreed. Before doing so, the Coach will tell you in writing and give you 14 days to re-engage. If you are unwell or your circumstances have changed, please tell the Coach, who will consider agreeing a pause.

7.8. **Abusive or unsafe behaviour.** The Coach may end this Agreement immediately by written notice if you behave in a way that is abusive, threatening or discriminatory towards the Coach or anyone working with the Coach.

7.9. **Coaching no longer appropriate.** The Coach may end this Agreement by written notice if the Coach reasonably believes that coaching is no longer appropriate for you, for example because you need a different kind of professional support.

7.10. **Refunds where the Coach ends this Agreement.** If the Coach ends this Agreement under clause 7.5, 7.6 or 7.8, you will receive a refund for any Sessions you have paid for but not received, after deducting any amount you still owe. If you end this Agreement under clause 7.5 because of the Coach's breach, clause 7.3 applies and this does not affect any other right you have.

7.11. **What happens when this Agreement ends.** When this Agreement ends for any reason:

7.11.1. your access to the Programme, the Services, and any private groups or online resources provided as part of the Programme will end, unless expressly agreed otherwise or you are holding Sessions under clause 7.3;

7.11.2. any amount you owe for Services already delivered will become due;

7.11.3. any terms which expressly or by their nature apply after this Agreement ends will remain in force; and

7.11.4. both Parties will stop using any of the other's Confidential Information and, on request, return or delete it, except where it must be kept for legal or regulatory reasons.

7.12. **Money Back Guarantee.** In addition to your other rights under this clause 7, the Coach offers a money back guarantee on the following terms:

(a) If, within the first 30 days of your Programme start date, you can demonstrate that you have fully engaged with the Programme by attending scheduled Sessions, completing all agreed tasks and making reasonable efforts to implement the guidance provided, and you reasonably believe that you have received no value or benefit, you may request a refund of the Fee paid.

(b) Your request must be made in writing to the Coach within those 30 days, stating the reasons for your dissatisfaction and how you have engaged with the Programme.

(c) Where the Coach, acting reasonably, is satisfied that these conditions have been met, a full refund of the Fee paid will be issued within 14 days of the Coach confirming this in writing.

7.13. **Career Transition Support Guarantee.** Where you have purchased the Full Career Transition Programme, the Career Transition Support Guarantee in Schedule 2 applies. Schedule 2 forms part of this Agreement.

8. <u>Confidentiality, Intellectual Property and Data Protection</u>

8.1. **"Confidential Information"** means personal information, ideas, business practices, materials, content, data, software, documents, resources, video and audio recordings, presentations, downloads, podcasts, workbooks, methods, concepts, techniques, plans, trade secrets and any other confidential or proprietary information.

8.2. To get the most from the Programme you will be encouraged to share personal and Confidential Information. The Coach understands and respects the value of that information and shall not, directly or indirectly, disclose it, make it available to, or use it for the benefit of, the Coach or any other person, other than sharing it with the Coach's employees, contractors, agents or advisers to the extent necessary to deliver the Programme.

8.3. Confidential Information excludes any information that:

8.3.1. was already known to the Coach before you provided it;

8.3.2. is already in the public domain;

8.3.3. is provided to the Coach by a third party separately from this Agreement and without any breach of it; or

8.3.4. is produced, developed or collated by the Coach independently of you and without any breach of this Agreement.

8.4. If you give the Coach information which causes the Coach to fear that you or others are at risk of danger, the Coach may disclose such information as is necessary to protect you or others.

8.5. You agree:

8.5.1. not to infringe any of the Coach's copyright, trade marks, trade secrets or other intellectual property rights;

8.5.2. that the Coach's Confidential Information belongs to the Coach and may only be used as the Coach expressly authorises, and that nothing in this Agreement transfers any intellectual property to you except for the licence in clause 8.6;

8.5.3. not to disclose, reproduce, distribute, sell or make available to anyone else the Coach's Confidential Information or any Content, or use them other than as part of your participation in the Programme; and

8.5.4. not to use the Coach's Confidential Information or Content for any unlawful purpose or in any way that would cause harm or distress to another person.

8.6. The Coach grants you a personal, limited, non-transferable, non-exclusive licence to access and use the information, materials and resources provided as part of the Programme (**"Content"**) solely for your private and personal use. Your rewritten CV, and other documents written specifically for you, are yours to use as you wish in your career. Where Content contains a third party's intellectual property, that third party's terms apply to its use.

8.7. You may not record any Session, webinar or video resource shared as part of the Programme without the Coach's express consent. The Coach will not record any Session without first telling you and obtaining your agreement.

8.8. **"Personal Data"** means any information relating to you from which you can be identified, directly or indirectly.

8.9. The Coach is the controller of the Personal Data you provide in connection with the Programme or this Agreement. Your Personal Data will be collected, stored, accessed and processed in accordance with UK data protection law, including the UK General Data Protection Regulation, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, each as amended from time to time, including by the Data (Use and Access) Act 2025 (together, **"Data Protection Law"**). The Coach will only process your Personal Data to the extent reasonably required to deliver the Services, administer this Agreement and comply with legal obligations. Full details, including your rights, are in the Coach's privacy notice at www.klneeson.com/privacy-policy.

8.10. Information you share during coaching may include information about your health or wellbeing, which is special category data under Data Protection Law. The Coach will only use such information to the extent necessary to support you during the Programme and will handle it with additional care.

8.11. The Coach will keep your Personal Data secure, protect it against loss, destruction and unlawful or unauthorised processing, and retain it only for as long as is necessary to deliver the Services and comply with legal or regulatory requirements.

8.12. If you have any concerns or complaints about how the Coach uses your Personal Data, please email **info@klneeson.com**. The Coach will acknowledge your complaint within 30 days and respond without undue delay. You also have the right to complain to the Information Commission's Office (ICO) at ico.org.uk.

8.13. The confidentiality obligations in this clause 8 do not apply where the Coach needs to disclose information in connection with legal proceedings or prospective legal proceedings, to obtain legal advice, where required by law, or where directed by a court or other body of equivalent jurisdiction.

8.14. **Testimonials.** Testimonials will only be used for marketing with your individual consent, given on a case by case basis. Providing a testimonial is optional and is not a condition of this Agreement. The Coach does not otherwise use your name, your image or your story for marketing. You can withdraw your consent at any time by emailing the Coach, who will then remove your testimonial from materials within the Coach's control within a reasonable time.

8.15. The obligations in this clause 8 continue after this Agreement ends.

9. Liability

9.1. Entering into this Agreement does not create any relationship between the Parties other than as set out in it.

9.2. Your success and results depend on factors outside the Coach's control, so the Coach does not guarantee that any particular result will be achieved. The Career Transition Support Guarantee in Schedule 2 is a commitment to continued support and not a guarantee of employment.

9.3. The Coach has made every effort to represent the Services accurately. Testimonials and examples of results are not a promise that anyone will achieve the same or similar results. Each person's results depend on many factors, including their background, dedication, motivation and the employment market at the time.

9.4. The Coach is not liable for any loss which was not a foreseeable result of the Coach breaching this Agreement, or for business losses.

9.5. Subject to clause 9.9, the Coach's total liability to you under or in connection with this Agreement is limited to the Fee.

9.6. **Honest feedback.** You are free to give an honest opinion or review of the Services, whether positive or negative, and to raise a complaint with the Coach or any regulator or other authority. You agree not to make statements about the Coach, or the Coach's agents, employees, contractors or clients, which you know to be untrue. Please respect the confidentiality of other clients.

9.7. If a dispute cannot be resolved between the Parties, the Parties will consider in good faith whether mediation by an independent mediator could help before starting legal proceedings. Mediation is optional, and this does not prevent either Party from going to court.

9.8. Neither Party is in breach of this Agreement or liable to the other for any delay or failure in performing their obligations caused by something beyond their reasonable control. Clauses 11.4 to 11.6 explain how this applies to the Services.

9.9. Nothing in this Agreement limits or excludes liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot be limited or excluded by law, and nothing in it affects your legal rights as a consumer, including your rights under the Consumer Rights Act 2015. For information about your legal rights, please contact Citizens Advice at citizensadvice.org.uk.

10. Notices

10.1. Any notice under this Agreement must be sent by email, to **info@klneeson.com** for the Coach and to the email address in your Booking Confirmation for you. A notice is treated as received when sent, if sent before 5pm UK time on a business day, and otherwise at 9am UK time on the next business day. This clause does not limit how you can cancel under clause 6.

10.2. If you change your email address, please tell the Coach so that your records can be updated.

11. General

11.1. If either Party does not enforce a term of this Agreement straight away, that Party can still enforce it later.

11.2. If any term of this Agreement is found to be invalid or unenforceable, the remaining terms stay in force.

11.3. **What makes up this Agreement.** This Agreement consists of this document, its Schedules, your Booking Confirmation and the description of your Programme on the Website at the date you entered into this Agreement. Together these replace any earlier drafts and discussions. If there is a difference between this document and the Website about what you are entitled to, the version more favourable to you applies. Any discount, credit or payment arrangement agreed with you individually is set out in your Booking Confirmation.

11.4. The Coach is not liable for any delay or failure to deliver the Services caused by an event beyond the Coach's reasonable control (**"an Event"**), including fire, flood, extreme weather, illness, disease, epidemic or pandemic, strike or industrial action, war, civil unrest, terrorism, or failure of utilities, internet or telecommunications services or of a third-party supplier. If an Event occurs, the time for delivering the Services will be extended until a reasonable time after it ends.

11.5. If an Event arises, the Coach will tell you by email, setting out what has happened and the steps being taken to limit its effect.

11.6. If an Event continues for longer than 28 days, either Party may end this Agreement by giving the other 5 days' written notice. You will receive a refund for any Sessions you have paid for but not received, or you may choose to hold them under clause 7.3.2.

11.7. This Agreement is governed by the laws of England and Wales, and the courts of England and Wales have jurisdiction, but this is not exclusive. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts. If you live outside the UK, this clause does not remove any mandatory consumer protection or right to bring proceedings that you have under the law of the country where you live.

11.8. No change to this Agreement is effective unless agreed in writing by both Parties. Email is sufficient.

11.9. The Contracts (Rights of Third Parties) Act 1999 does not apply to this Agreement.

11.10. You confirm that you have had enough time to read this Agreement and to seek independent advice if you wish.

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SCHEDULE 1: THE COACH, THE SERVICES AND THE FEES

The Coach

Company: KL Neeson Coaching Ltd, registered in England and Wales, company number 15841678
Registered office: Hillview House, Billy Hill, Billy Row, County Durham, DL15 9SW
Coach: Kelly Neeson
Email: info@klneeson.com
Telephone and WhatsApp: as shown in your Booking Confirmation

The Services and standard fees

Service	Standard fee	What is included
Career Clarity Session	£99	• One 90-minute Session and a 30-minute follow-up Session • A fully rewritten CV tailored towards your target roles • A focused 30-day action plan • A one-page LinkedIn profile checklist
Interview Accelerator	£249	• Two 90-minute Sessions • Pre-session CV and job description review • Interview preparation workbook • Personalised written feedback and action points • Interview-day checklist
Full Career Transition Programme	£945, or three monthly payments of £315	• Three months of one to one coaching through Reflect, Rebrand and Relaunch • 3 hours of coaching a month across two Sessions (six Sessions in total) • Target roles and a strategy to reach them • A rebuilt CV and skills bank • Support with your applications • Interview preparation, including a mock interview • Support between Sessions • Full access to the Career Accelerator Lab for the length of your Programme • The Career Transition Support Guarantee (Schedule 2)
Burnout Recovery Coaching	£945	• Six Sessions, working through Survive, Rebuild and Thrive • A personalised recovery plan • Practical tools for boundaries, rest and managing pressure • Support between Sessions

The fee you pay

The standard fees above are the Coach's fees at the date of this document, and the current fees are shown on the Website. The Fee you pay may be different from the standard fee. For example, a discount code, offer or credit may have been applied, or a different amount may have been discussed and agreed with you. The Fee you pay is the amount in your Booking Confirmation. Any later change to the standard fees will not affect the Fee you have agreed.

If you have paid for a Career Clarity Session and go on to join the Full Career Transition Programme, the £99 will be credited towards the Fee. Any other credit shown on the Website applies on the terms shown there.

Paying by instalments

Instalments are available. The Full Career Transition Programme can be paid in three monthly payments of £315, and instalment arrangements for other Services or for a discounted Fee can be agreed with the Coach. Your Booking Confirmation will show the amounts and dates that apply to you.

Dates

Your start date and any end date are arranged with you individually. The Career Clarity Session, Interview Accelerator and Burnout Recovery Coaching run for as long as it takes to deliver the Sessions. The Full Career Transition Programme is designed to run over three months and may be extended by agreement.

Delivery

Subject to you paying the Fee, the Services will be delivered by Sessions on Zoom, with in-session materials provided by email and self-study materials provided to support you as required.

Support between Sessions

For the Full Career Transition Programme and Burnout Recovery Coaching, the Coach will be available to you by email or WhatsApp for the duration of the Programme, up to a maximum of 2 hours a week (additional time may be provided at the Coach's discretion). The Coach will use all reasonable endeavours to respond to messages within 24 hours of receipt.

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SCHEDULE 2: CAREER TRANSITION SUPPORT GUARANTEE

1. **Who it applies to.** This guarantee applies only where you have purchased the full package of the Full Career Transition Programme. It does not apply to individual sessions, partial packages or other programmes.

2. **The guarantee.** If you complete the full three-month Full Career Transition Programme and have not secured a new role by the end of the Programme, you can continue to receive accountability support at no additional cost until you secure a new role (**"the Guarantee Period"**).

3. **Qualifying conditions.** To qualify for continued support, you must:

   (a) complete the full three-month Programme;

   (b) take an active part in the coaching process throughout; and

   (c) make reasonable efforts to complete the actions agreed during your coaching Sessions.

4. **No guarantee of employment.** The guarantee is designed to support clients who are actively working towards their career transition. It does not guarantee that you will receive or accept an offer of employment within a particular timeframe.

5. **What accountability support includes.** Accountability support includes at least one hour of coaching or check-in time each month. This may be provided as one session or split across two shorter sessions, together with reasonable support between sessions. Check-ins follow the scheduling, cancellation and no-show terms in clauses 2.5 to 2.9, but not the refund terms in clause 7, because they are provided at no cost.

6. **Securing a new role.** For the purposes of this guarantee, you secure a new role when you accept an offer of employment or engagement. Please let the Coach know when this happens. The Guarantee Period will then end.

7. **Ending the guarantee for non-engagement.** The guarantee is intended for clients who remain actively engaged. The Coach may end the Guarantee Period if you:

   (a) miss two booked check-ins without giving at least 24 hours' notice;

   (b) do not respond to the Coach's messages about arranging check-ins for four consecutive weeks; or

   (c) repeatedly attend check-ins without having made reasonable efforts to complete the actions agreed.

   Before ending the guarantee, the Coach will tell you in writing and give you 14 days to re-engage.

8. **Stopping or pausing.** There is no obligation to continue with accountability support and you can stop at any time. If you choose to pause the complimentary accountability support for more than eight consecutive weeks, the guarantee will end. If you later wish to restart accountability support, this will be available at the rates applicable at that time. For reference, current accountability rates are £80 per month for one monthly check-in or £150 per month for two monthly check-ins.

9. **Programme timing.** The Full Career Transition Programme is designed to run over three months. In some circumstances, the Parties may agree together to extend the Programme period to provide additional support or flexibility. Where an extension is agreed, the guarantee begins once the full Programme has been completed, rather than three months from the original start date. There is no additional charge where the Coach has agreed to extend the Programme in this way.

10. **Your rights.** These conditions apply only to the complimentary accountability period following completion of the Full Career Transition Programme and do not affect your rights during the paid Programme or your statutory consumer rights.

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SCHEDULE 3: YOUR RIGHT TO CANCEL

Part 1: Cancellation information

Right to cancel. You have the right to cancel this Agreement within 14 days without giving any reason. The cancellation period will expire after 14 days from the day this Agreement begins (see clause 1.4).

To exercise the right to cancel, you must inform KL Neeson Coaching Ltd, Hillview House, Billy Hill, Billy Row, County Durham, DL15 9SW, info@klneeson.com, of your decision by a clear statement (for example, a letter sent by post or an email). You may use the model cancellation form in Part 2, but you do not have to. To meet the deadline, it is enough for you to send your message before the cancellation period has expired.

Effects of cancellation. If you cancel this Agreement, the Coach will reimburse to you all payments received from you, without undue delay and not later than 14 days after the day on which the Coach is informed of your decision to cancel. The Coach will use the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement.

If you requested the Services to begin during the cancellation period, you shall pay an amount which is in proportion to what has been provided until you informed the Coach of your cancellation, in comparison with the full coverage of this Agreement.

Part 2: Model cancellation form

Complete and return this form only if you wish to cancel this Agreement.

To: KL Neeson Coaching Ltd, Hillview House, Billy Hill, Billy Row, County Durham, DL15 9SW, info@klneeson.com

I hereby give notice that I cancel my contract for the supply of the following service:

_____

Ordered on: _____

Name: _____

Address: _____

Signature (only if this form is sent on paper): _____

Date: _____

Part 3: Asking to start within the 14 days

If you would like your Services to begin before the 14 days end, please tick the box at checkout or reply to your Booking Confirmation with these words:

> *"I would like my coaching to begin within the 14-day cancellation period. I understand that if I then cancel, I will pay for the services provided up to that point, and that I will lose my right to cancel once the services have been fully delivered."*

Updated: 2 November 2026