

Fields of Change Ltd

Terms and Conditions

General Terms & Conditions

Best Practice

Fields of Change Ltd and its employees are committed to following and developing best practice procedures.

We adhere at all times to:

The Association for Coaching Global Code of Ethics
The Chartered Institute of Personnel and Development Code of Conduct
The Chartered Management Institute's Code of Conduct.

Copies of these documents can be seen on the relevant websites, or can be obtained by email to: michelle@fieldsofchange.co.uk

Special Offers

We may offer discounted products and services from time to time. We reserve the right to withdraw these, without notice, at any time

Workshops and Events

Venues

In-House Workshops & Events

We will discuss with you the suitability of your venue for the event that you are wishing to run. We will be clear in any proposal regarding any space, equipment and/or refreshment provisions that will be required.

Public and External Workshops & Events

We will always provide a description of what is included in the price you pay for a workshop or event. This information is given in good faith and is drawn from information given to us by the workshop/event venue. We cannot accept responsibility for any shortcomings experienced and not known to us.

Payment Terms

Payment for the Workshop/Event is required upon booking your place

Cancellation Terms

We rely on an accurate attendance count to make important arrangements for our workshops and to ensure attendees can benefit from working with each other as well as the workshop/event leader(s).

If you need to withdraw from a workshop, please notify us by email to michelle@fieldsofchange.co.uk

For any cancellations that are made more than 21 days prior to the workshop/event you will receive a full refund.

However for cancellations made within 21 days of the date of the workshop/event, the following charges will apply:

Between 21 and 15 days of the date of the Workshop/Event – 50% of the original fee

Between 14 and 10 days of the date of the Workshop/Event – 75% of the original fee

10 Days or Less before the date of the Workshop/Event – 100% of the original fee

Fields of Change Limited reserves the right to cancel or reschedule any workshop/event. Fields of Change Limited may cancel a workshop/event that does not meet minimum registration requirements or due to inclement weather. If Fields of Change Limited cancels a workshop, paid registrants will be given full refunds. Rescheduled workshop information will be posted on our website www.fieldsofchange.co.uk

Coaching Programmes

Frequency and duration of coaching sessions

These will be agreed with each client depending on the needs to be addressed. Sessions typically will be of 90 minutes, unless stated otherwise in the particular package booked.

Coaching by telephone or Skype

It is the coachee's responsibility to call their agreed coach and it is important that this is on time. (Please see lateness below) Calls should be made from a place where the coachee can concentrate, will not be overheard and will not be interrupted.

Face to Face Coaching

A suitable venue will be agreed before the Coaching Programme commences. Should there be a cost to hire the venue; this will be added to your fees.

Review meetings

A review of each client's progress will take place after 3 coaching sessions, where appropriate.

Written reports

Confirmation of the actions or goals the client has set themselves can be e-mailed to them after each session if required

Payment Terms

Payment for the whole Coaching Programme is due at the start and must be received by us 48 hours in advance of the first coaching call or meeting. If, a receipt is required, this should be requested at the time of payment.

It may be possible to agree staged payments. Please discuss this with us at the time of your booking.

Refunds

It has been proven that those who commit to the full coaching programme are more likely to benefit. This is why we ask that the full payment is made in advance. However, if at the end of a session you feel that you do not want to work with us further, please tell us so that we can listen to your feedback and arrange an appropriate refund for any remaining unused sessions.

Cancellation of appointments

By Client - 24 hours notice of cancellation is required otherwise payment made will not be refunded or carried over to the next session

By Coach – We will do our utmost never to cancel a booked session. If this is unavoidable we will reschedule for a mutually convenient time. If this is not possible, we will offer a full refund equivalent to that session cost, however please be aware that this may mean you do not benefit from the full programme.

Lateness

If you are late for a session it will end on time regardless of when it started. There are no refunds for unused time.

Non-attendance

Failure to attend a meeting or dial in to a coaching call will forfeit payment

Please note the following terms:

You, your - refers to the client

I, me - refers to Michelle Tranter

Us, we – refers to Fields of Change Limited Representatives

If you have any questions or queries regarding these policies or you wish to contact us about anything you find on this website, then please do get in touch:

Phone: +44 789922842

Email: michelle@fieldsofchange.co.uk

Mailing Address:

Poplar Farm
Upperthorpe Road
Doncaster
DN9 2AH
Great Britain

Fields of Change Limited is registered in England & Wales. Registration Number: 9593989

Registered Address: Poplar Farm Upperthorpe Road Westwoodside DN9 2AH

Please note that these Terms and Conditions also apply to the services offered by Career Confident (www.careerconfident.co.uk) which is a trading name of Fields of Change Limited