

Terms & Conditions

Life coaching, hypnotherapy and Time Line Therapy services

Effective from 19 September 2026

These Terms & Conditions replace earlier versions supplied by Jules Whale Life Coaching. Please read them before booking.

1. Business information

The services are provided by **Jules Whale, trading as Jules Whale Life Coaching** (referred to in these terms as 'Jules', 'I', 'me' or 'Jules Whale Life Coaching').

Email: jules@juleswhale.com

Website: juleswhale.com

Address: **Bay House, Higher Ansty, Dorchester, DT2 7PR**

2. About these terms and acceptance

These terms apply to private life coaching, hypnotherapy, Time Line Therapy and related personal-development services supplied in person or online. 'Client' means the person receiving the services. 'Session' includes a single conversation, any session within a series, an intensive and any agreed integration conversation.

Before the first appointment, the client will be given or directed to these terms and the Privacy Policy. The client will be asked to confirm acceptance in writing. This can be done by completing and returning the Client Acceptance page at the end of this PDF, or by sending the same confirmations clearly in an email. An agreement is formed when the client has clearly accepted the terms and Jules confirms the booking. Payment alone is not used as a substitute for clear acceptance.

A completed copy returned from the client's email address records acceptance. Typing the client's name in the electronic-signature field confirms their intention to accept these terms. A separate electronic-signature subscription or platform is not required.

3. Services offered

Services may include life coaching, hypnotherapy, Time Line Therapy, NLP-informed approaches, guided reflection, relaxation, breathwork, meditation and other agreed personal-development exercises.

- **Life coaching** supports reflection, choice and progress towards personal, professional or life goals.
- **Hypnotherapy** uses hypnosis and focused relaxation to support agreed personal aims and behavioural or emotional change.
- **Time Line Therapy** is a personal-development approach used to explore and reframe the meaning attached to past experiences and patterns.
- The particular approach used will be discussed and adapted to the client and the agreed purpose of the work.

4. Nature and limits of the work

The services are collaborative and are intended to support personal development and wellbeing. They are not a substitute for medical care, psychotherapy, psychiatric treatment, diagnosis, medication or emergency support.

Jules does not diagnose medical or mental-health conditions and will not advise a client to stop or change prescribed medication or treatment. A client who is receiving support from a doctor, psychiatrist, psychologist, therapist or other professional remains responsible for keeping that professional appropriately informed and following their clinical advice.

If the work requested falls outside Jules's competence or appropriate scope, she may decline, pause or end the work and may suggest that the client seeks another form of support. Any suggestion is not a diagnosis or a guarantee about another provider.

5. Client responsibilities and suitability

The client is responsible for providing information that is honest and sufficiently complete for the work to be approached safely. This includes relevant medical or mental-health conditions, current treatment or medication, pregnancy, epilepsy or a history of seizures, significant dissociation or psychosis, and anything else that may affect suitability for hypnosis, breathwork or other exercises.

The client remains responsible for their own decisions, actions and wellbeing between sessions. They should say if they feel uncomfortable, need a pause, do not understand an exercise or do not wish to continue with a particular approach.

The client must not attend a session while significantly impaired by alcohol, non-prescribed drugs or any condition that makes meaningful participation unsafe. Jules may end or rearrange such a session and it may be treated as used.

6. Sessions and delivery

The service, expected session length, location and number of sessions will be agreed before or at the time of booking. A single conversation will normally be 60 minutes unless another duration is agreed. An intensive may last several hours and may include later integration conversations.

In-person sessions are normally held at Jules's private studio in Dorset. Online sessions are normally held by Zoom or another agreed platform. The client is responsible for being in a private, suitable place and for having a working device and connection.

Neither party may record a session without the other's prior written agreement.

7. Fees, booking and payment

The applicable fee will be explained before the client commits. A date may be held provisionally, but the booking is confirmed only when the required acceptance and payment have been received and Jules has confirmed it in writing.

Unless another arrangement has been agreed in writing, the standard payment arrangements are:

- **Single conversation:** the full fee is payable when booking.
- **Three-session Clarity & Alignment series:** the full series fee is payable in advance because the sessions are offered as one complete piece of work.
- **Clarity & Alignment Intensive:** a booking payment of 30% reserves the intensive date. The remaining balance is due seven days before the intensive. If the booking is made within seven days of the intensive, the full fee is payable when booking.
- **Other or ongoing work:** the fee and payment timing will be agreed in writing before the work begins.

If payment is not received by the stated deadline, Jules may release a provisional date or suspend further sessions until the account is brought up to date.

8. Client cancellation, rearrangement and missed appointments

The client should give at least 48 hours' notice if an appointment needs to be cancelled or rearranged. With 48 hours' notice or more, the appointment can normally be moved to another mutually suitable time.

An appointment cancelled or rearranged with less than 48 hours' notice may be treated as used and the fee may remain payable. A missed appointment without notice will normally be treated as used. Jules may make a different arrangement where she considers the circumstances exceptional, but is not obliged to do so.

Notice should be sent by email or through the same written contact method used to arrange the appointment. The time at which the written message is received will be used when calculating the notice period.

9. Distance contracts and the 14-day cancellation period

Where the agreement is made at a distance - for example by telephone, email, WhatsApp or online - the client may have a statutory right to cancel within 14 days without giving a reason. The cancellation period normally begins on the day after the agreement is made.

To cancel during this period, the client may email jules@juleswhale.com with a clear statement or use the model cancellation form at the end of these terms.

If the client wants a session or other service to begin during the 14-day cancellation period, they must make an express request. The requested confirmation is: *I understand that I have a 14-day cancellation period. I would like my sessions to begin during that period. If I cancel after the work has begun, I understand that I will need to pay for the services provided up to the point of cancellation.*

If the client cancels after requesting an early start, Jules may deduct or charge a proportionate amount for services already supplied. If the service is fully performed during the cancellation period following the client's express request and acknowledgement, the statutory right to cancel may be lost. Nothing in these terms limits rights provided by law.

10. Series, intensives and refunds

A series or intensive is reserved and planned as a complete piece of work. Once the work has begun, choosing not to continue after the first or a later session does not automatically create a refund for the unused part of the series or intensive.

Where a client cancels an intensive or series, any refund will take account of statutory rights, services already supplied, preparation already completed, time reserved and losses reasonably incurred. Jules may offer a partial refund, credit or alternative arrangement where she considers this fair, but any discretion does not remove the client's statutory rights.

If Jules has agreed a payment plan, the payment plan changes only the timing of payment and not the overall fee for the agreed package, unless the parties agree otherwise in writing or the law requires another outcome.

11. If Jules cancels or rearranges

If Jules needs to cancel or rearrange an appointment, she will give as much notice as reasonably possible and offer a replacement appointment. If a suitable replacement cannot be agreed, any fee paid for the affected unused session will be refunded. Jules is not responsible for indirect expenses or losses arising from an appointment change, except where the law does not permit this exclusion.

12. Reminders and late arrival

Appointment reminders may be sent as a courtesy. The client remains responsible for noting and attending the agreed appointment whether or not a reminder is received.

If a client arrives late, the session will usually still finish at the agreed time so that later commitments are not affected. The full session fee remains payable.

13. Confidentiality

Information shared in sessions will be treated as confidential. Information may be disclosed where the client has consented, where disclosure is required by law, or where Jules reasonably believes it is necessary in relation to a serious risk of harm, safeguarding concern or criminal activity.

Jules may discuss aspects of client work in professional supervision or consultation to support safe and ethical practice. Identifying information will be removed or minimised wherever reasonably possible.

Online communication and video platforms carry some inherent privacy and security risk. Jules will take reasonable care but cannot guarantee the security of systems outside her control.

14. Privacy and records

Personal information is handled in accordance with the separate Privacy Policy, which explains what is collected, why it is used, how long it is retained and the client's data-protection rights. The Privacy Policy forms part of the information provided before the work begins but remains a separate document.

The client should not send highly sensitive information through an insecure channel unless this has been discussed and agreed.

15. Results and guarantees

Jules will provide the services with reasonable care and skill. Personal change depends on many factors, including the client's participation, circumstances and choices. No particular outcome, timescale or permanent result can be guaranteed.

Testimonials and examples describe individual experiences and are not promises that another client will experience the same result.

16. Materials and intellectual property

Any worksheets, recordings, written reflections, exercises or other materials supplied by Jules remain her intellectual property unless stated otherwise. They are provided for the client's personal use and must not be copied, published, sold, taught, shared publicly or used commercially without prior written permission.

The client retains ownership of material they create and share. Providing it to Jules gives permission to use it only as reasonably necessary to deliver the agreed services and manage the client relationship.

17. Urgent and emergency support

Jules Whale Life Coaching is not an emergency or crisis service and does not provide continuous availability between sessions. If the client or another person is in immediate danger, the client should call 999 or attend A&E.; For urgent medical advice in the UK, call NHS 111 or contact a GP. Samaritans can be contacted on 116 123.

18. Ending or pausing the work

Either party may ask to pause or end the working relationship. Jules may end or pause the work where it is no longer appropriate, safe or within her scope; where boundaries are repeatedly breached; where fees remain

unpaid; or where trust has broken down. Where reasonably possible, she will explain the decision and consider an appropriate transition.

Fees and refunds following termination will be dealt with under these terms and applicable law, taking account of services already supplied and payments properly due.

19. Liability

Nothing in these terms excludes or restricts liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or the client's statutory rights.

Subject to the previous paragraph, Jules is not responsible for losses that were not reasonably foreseeable when the agreement was made, for business losses arising from services purchased wholly or mainly for personal purposes, or for consequences of decisions the client makes independently. The client remains responsible for seeking appropriate professional advice where needed.

20. Events beyond reasonable control

Neither party will be responsible for delay or failure caused by events genuinely beyond their reasonable control. The affected party should communicate promptly, and the parties will try to rearrange the session or agree a fair alternative.

21. Concerns and complaints

If a client is unhappy with any aspect of the service, they should contact Jules at jules@juleswhale.com as soon as possible, explaining the concern and the outcome sought. Jules will acknowledge the complaint and aim to respond substantively within 14 days. If more time is reasonably required, she will explain why and provide an updated timescale.

22. Changes to these terms

The terms that apply are those supplied or made available when the agreement is formed. Jules may update terms for future bookings. A material change affecting existing booked work will be explained and will not be imposed retrospectively where this would unfairly reduce the client's rights.

23. General terms

If any provision is found invalid or unenforceable, the remaining provisions will continue in effect. A delay in enforcing a right does not waive that right. No person other than the client and Jules has a right to enforce this agreement unless the law says otherwise.

These terms, the written service and fee details, the Privacy Policy and any expressly agreed variation form the agreement between the parties. If there is a conflict, an individually agreed written variation takes priority for that specific point.

24. Governing law

These terms are governed by the law of England and Wales. A client who lives elsewhere in the United Kingdom retains any mandatory protections and rights to bring proceedings available under the law that applies to them.

APPENDIX

Model cancellation form

Use this form only if you wish to cancel within an applicable statutory cancellation period. You may instead send any other clear written statement.

To: Jules Whale Life Coaching
Bay House, Higher Ansty, Dorchester, DT2 7PR
jules@juleswhale.com

I give notice that I wish to cancel my contract for the following service:

Service ordered/agreed on: _____

Client's name: _____

Client's address: _____

Signature (only if sent on paper): _____

Date: _____

Electronic cancellation is accepted.

Emailing a clear cancellation request to jules@juleswhale.com is sufficient; this form is not compulsory.

Client Acceptance

Complete this page and return the PDF by email to jules@juleswhale.com. No additional acceptance wording is required in the email.

Client's full name

Client's email address

Service or package

Acceptance

☐

I confirm that I have received, read and agree to the Terms & Conditions provided by Jules Whale Life Coaching.

☐

I confirm that I have received and read the separate Privacy Policy.

☐

I explicitly consent to Jules Whale Life Coaching using health and wellbeing information that I choose to provide to assess suitability and provide the agreed services. I understand that I may withdraw this consent, although this may mean the services cannot continue.

Please choose one option

☐

My services will begin after the 14-day cancellation period, or I do not need them to begin during that period.

☐

I understand that I have a 14-day cancellation period. I would like my sessions to begin during that period. If I cancel after the work has begun, I understand that I will need to pay for the services provided up to the point of cancellation.

Electronic signature - type your full name. Returning this PDF from your email address confirms your intention to accept.

Date