

Terms of Service – 328 Coaching

Effective from: 1st January 2025

Last updated: 1st June 2025

These Terms of Service apply to all coaching sessions, programmes, and events offered by Hilary Davies / HED Coaching. By booking a session, package, or event, you agree to the terms outlined below.

1. Services Offered

HED Coaching provides individual coaching sessions, group coaching programmes, and personal development events. Coaching is a professional, thought-provoking and creative process that supports personal and professional growth. It is not therapy, counselling, or medical advice.

Services may include:

- One-on-one coaching via Zoom or in-person
- Group coaching programmes
- Workshops or other developmental events

2. Coach–Client Relationship

- Coaching is a collaborative partnership. The client is solely responsible for their own physical, mental, and emotional well-being, decisions, choices, actions, and results.
- Coaching does not treat or diagnose mental health disorders. If you are under the care of a mental health professional, please disclose this and inform them of the coaching relationship.
- The coach adheres to the International Coaching Federation (ICF) Code of Ethics: www.coachfederation.org/ethics.

3. Confidentiality

All personal information shared during coaching sessions will be treated as confidential in accordance with ICF standards, except where:

- Disclosure is required by law or court order.
- There is a risk of harm to you or others.
- You give express permission to share specific information.

Note: the coaching relationship is not legally privileged like that of a doctor or lawyer.

4. Release of Information

As part of maintaining professional credentials, the coach may be asked to verify client relationships with the ICF. Only your name, contact information, and session dates would be shared — no personal notes or content.

5. Fees & Payment

- All services — including individual coaching sessions, group programmes, and events — are charged at the agreed rate per session, package, or event. Pricing will be communicated in advance and confirmed at the time of booking.
- Payment must be made in full and in advance to secure your booking, unless otherwise agreed in writing.
- No refunds are offered for sessions or events missed without appropriate cancellation, as outlined in the cancellation policy below.

6. Cancellation Policy

- Cancellations must be made at least 24 hours in advance of the scheduled session or event.
- Cancellations made with less than 24 hours' notice, or no-shows, will be charged in full.
- No refunds are given for sessions or events missed due to late cancellation.

7. Termination of Services

Either party may terminate the coaching relationship at any time. No refunds will be issued for unused sessions within packages or programmes, unless otherwise agreed.


8. Limitation of Liability

The coach makes no guarantees regarding outcomes from coaching or event participation. In no event will the coach be liable for indirect, special, or consequential damages. Liability is limited to the amount paid for services rendered.

9. Contact

For any questions, changes to your booking, or clarifications about these terms, please contact:

 hilary@hedcoaching.com

 www.328.co.za

ACC

ICF Credentials and Standards

is honored to confer upon

Hilary Davies

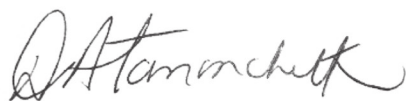
the designation of

Associate Certified Coach (ACC)™

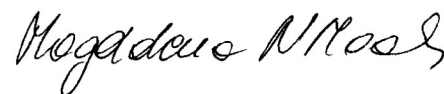
The designation is earned by demonstrating knowledge and proficient use of core coaching skills through a comprehensive application and evaluation process designed to ensure high standards for the coaching profession and the clients it serves.

Awarded on this day: **5/23/2024**

Valid through: **5/31/2027**



Dawna Atamanchuk, PCC
Chair
2025 ICF Credentials and
Standards Global Board



Magdalena Mook
Executive Director
International Coaching Federation



Credentials
and Standards