

Terms of Business - Thomas Walker Consulting (TWC)

Agreement Overview: These terms and conditions outline our agreement for the coaching services ("Coaching Services"/" Services") that **Thomas Walker Consulting** (referred to as "**TWC**", "we", or "us"), will be providing. **Thomas Walker Consulting** (TWC) is identified by ABN: **80 428 879 864**.

Welcome to Thomas Walker Consulting!

Coaching Services:

We're excited to provide personalised coaching tailored to your needs.

Fees and Payments:

- You agree to pay the fees for the coaching services on time.
- Late payments will accrue an interest rate of 8% per annum, calculated monthly.
- You are also responsible for any applicable currency conversion or financial service provider fees.

Warranties You Make:

- You will provide true, correct, and current information necessary for the coaching services.
- You have the technology, including internet access, required for any online conferences.
- Confidential information obtained during the services will not be disclosed to third parties.

Session Participation:

- Provide transparent and accurate information during each session.
- Commit to the actions determined during the sessions.
- Be on time; late arrivals may result in a shortened session.

Contact Us:

 thomaswalkerconsulting.com.au

 info@thomaswalkerconsulting.com.au

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Acknowledgements and Agreements:

- You are responsible for your own physical, mental, and emotional well-being.
- The effectiveness of coaching depends on your implementation; thus, results cannot be guaranteed.
- Prior consent is required for any public mention of our services on social media.

Our Commitments:

- Deliver the coaching services as agreed from the commencement date.
- Keep all your documents secure and maintain confidentiality.
- Comply with our privacy policy, which is available on our website.

Rescheduling and Cancellations:

- Notify us at least 48 hours in advance if you need to reschedule. Late cancellations will forfeit the session.
- Refunds for cancellations are discretionary and typically apply only to the current month.

Australian Consumer Law Guarantees:

- Services come with guarantees that cannot be excluded under Australian Consumer Law.

Liability:

- Our liability for any loss or damage arising from the coaching services is limited to providing the service again or the cost of such service.

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Dispute Resolution:

- Disputes should be addressed by notifying us immediately for resolution.
- In unresolved cases, disputes will be settled by an independent arbitrator, with each party bearing their own costs.

Governing Law:

- This agreement is governed by the laws of Australia.
- These terms ensure both parties understand their rights and responsibilities, aiming for a successful coaching relationship.

All other capitalised terms are defined in the schedule of fees.

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