



ThinkPositive Coaching Terms and Conditions

NOTE: Payment for any individual coaching session implies agreement with the following terms and conditions.

Standard Coaching session definition

The price per session includes up to 120 minutes of coaching with unlimited email and sms support. This email and sms support will be provided in between booked sessions and up to two weeks following the final session. Your coach will normally respond to your email within 48 hours although this may be longer during holidays and peak periods.

In most situations we ask you to commit to a number of sessions to ensure that you can get the most from our service and to increase your chance of success in achieving your goals. How many sessions required will be specific to you and how ready you are to commit to achieving your goals. We are not in the habit of forcing you to take a certain amount of sessions if we don't feel that is necessary and we will happily refund unused sessions in alignment with the conditions below.

Miss your coaching session?

Unfortunately, if you do not attend a booked session then the fee will not be refunded.

Should you wish to cancel a session you will incur a 20% cancellation fee if cancelled more than 24 hours before the session. For cancellation of a session within 24 hours of the start of the session, the fee will not be refunded.

Need to change the time of your session? This can be done at any time without penalty although if it is rearranged within 24 hours before your session and you later cancel the session then the full fee for the session will not be refunded.

Refunds for unused coaching sessions

Refunds are subject to a 10% administration fee.

In addition if you received a bulk discount for purchasing multiple coaching sessions the coaching sessions taken will be reverted to the original price and this will be deducted from the refund prior to the 10% administration fee being taken off.

Southern Office:
71 Lent Rise Road
Burnham
Buckinghamshire SL1 7NY

Northern Office:
187 Marlborough Ave
Princes Ave
Hull HU5 3LG