

These terms apply to the 45-minute online consultation and to Bespoke 1:1 Coaching. Please read them, then tick, sign and date the agreement at the end.

The services

1. **Online consultation.** A 45-minute video call for £45. We look at where you are now, and you leave with a personalised roadmap.
2. **Bespoke 1:1 Coaching.** 12 weeks of coaching for £497, delivered online through the Everfit app, with weekly check-ins and direct messaging with me.

Payment

3. The consultation is paid in full when you book.
4. Bespoke 1:1 Coaching is paid before your programme starts. You can pay in full, or in three instalments by choosing Klarna at checkout.
5. **If you pay with Klarna,** your instalment agreement is with Klarna and their terms apply. I receive the full fee, and any refund I give is returned through Klarna.

Cancellations and refunds

6. **Consultation.** To reschedule or cancel with a full refund, please let me know at least 24 hours before your call. Cancellations with less than 24 hours notice, or missed calls, are not refunded.
7. **Your 14-day right to cancel coaching.** You can cancel Bespoke 1:1 Coaching within 14 days of paying. If you ask me to start your coaching within those 14 days and then cancel, you will receive a refund minus a fair amount for the coaching already delivered.
8. **After 14 days,** the coaching fee is not refundable.
9. **If I need to cancel or move a session,** I will offer you a new time or a full refund for that session.

Your health and safety

10. Before we start, please tell me about any health condition, injury, pregnancy or medication that could affect your training, and tell me promptly if anything changes.
11. If you have a health condition, are pregnant or have recently given birth, or are taking medication, including GLP-1 medication, please check with your GP or prescriber that exercise is suitable for you before you start.
12. Stop exercising and seek medical help if you feel pain, dizziness, chest discomfort or unusual breathlessness.
13. When training at home, you are responsible for making sure your space and equipment are safe to use.

Not medical advice

14. My coaching, exercise programmes and nutrition guidance are for general health and fitness. They are not medical advice, diagnosis or treatment, and they do not replace advice from your GP or other healthcare professional.
15. Decisions about medication, including GLP-1 medication, stay with you and your prescriber. I will never advise you to start, change or stop any medication.
16. Everyone responds differently, so I cannot guarantee specific results.

17. You take part in the exercise programmes at your own risk. You are responsible for following the guidance safely and within your own limits.

Your data (GDPR)

18. **Who looks after your data.** Marta Beacom, trading as Empowered Midlife Coach, is responsible for your personal data.
19. **What I collect.** Your contact details, payment records, and the health, training and progress information you share with me, including check-ins, measurements and wellbeing ratings.
20. **Why.** To deliver your consultation and coaching safely, to track your progress, and to keep business and payment records.
21. **Health information** is only collected and used with your explicit consent, which you give by ticking the box below.
22. **Who else sees it.** Only the services I use to run my coaching, such as my booking system, coaching app, email and video call providers. I never sell your data.
23. **How long I keep it.** I keep your data securely for 5 years after your coaching ends, then delete it. Payment records are kept for as long as the law requires.
24. **Your rights.** You can ask to see, correct or delete your data, or withdraw your consent, at any time by emailing me. You can also complain to the Information Commissioner's Office (ico.org.uk).

Client agreement

- ☐ I have read and agree to these terms and conditions.
- ☐ I consent to Marta collecting and using my health information to deliver my coaching.
- ☐ Optional: I agree to my results being included anonymously in combined reports. My name, and anything that could identify me, will not be included.

Full name

Signature

Date

To sign on screen, type your full name in the signature box. You can also print, sign and return a photo or scan.