**TERMS AND CONDITIONS**

1. **TEAMS & INDIVIDUALS**

**Payment, bookings & cancellations**

* + **Assessments & Strengths Discovery Coaching Sessions**

Booking of sessions

Suitable dates for sessions will be agreed upon between the Coach and the Client via email.

Payment requirements

Fees for both the assessment and Individual Discovery Coaching Session must be settled in full before assessment codes can be provided and coaching sessions confirmed.

Non-refundable codes

Codes purchased for the CliftonStrengths Assessment from Gallup are non-refundable.

* + **Session Attendance and Cancellation Policy**

Waiting Period:

The Coach will wait for 10 minutes from the scheduled start time of the session. If the Client has not arrived or contacted the Coach within this period, the session will be considered missed.

Cancellation

Communication regarding cancellations must be made at least 48 hours in advance. Any session cancelled with less than 48 hours' notice will be billed to the client. The coach will make every effort to reschedule the session with the coachee, and the rescheduled session will be billed accordingly.

1. **RETREATS**

**Registration, payment and cancellations**

**Registrations**

Retreat registrations are confirmed upon receipt of a 50% deposit. The remaining balance must be paid in full prior to the start of the retreat at a specified date, depending on the date of the retreat and will be communicated at the time of registration. Specific conditions for each retreat may vary based on the selected option and will be communicated accordingly.

**Refund eligibility:**

Cancellations made on or before the specified date for each event will be eligible for a 100% refund. This date will be communicated to each individual or group at the time of registration.

**No refunds after specified date**

Cancellations made after the specified date will not be eligible for a refund. This is due to the costs associated with the preparation and planning of the events. These dates will be communicated upon registration.

**No show Policy**

No refunds will be issued if you are unable to attend the retreat on the day of the event.

**Communication**

All cancellation requests must be communicated in writing via email to the specified contact details provided during registration.

**Transfer of registration:**

In the event that you are unable to attend, you may transfer your registration to another person. Please inform us in advance to discuss this option and facilitate this process.

1. **PRIVACY**

Clients who choose to make use of Leonie’s services, may have to provide the following information:

* + - Name & Surname
		- Email Address
		- Address
		- Contact Number

To apply for a retreat, an application form is required to be completed. The information provided on the application form is strictly confidential and will not be shared with anyone.

This information is for the sole use of communication and follow-up. Your information private and will not forward such information to 3rd parties. For more information refer to the [Private Policy](#_Personal_Information_Protection).

1. **Confidentiality**

All information shared during sessions and retreats is strictly confidential. However, exceptional circumstances which allow for a breach of confidentiality may occur when it is clear that the client is a danger to themselves of to others. In such cases, any sharing of information will be discussed with the client and sponsor (if relevant) before proceeding.

1. **Indemnity and Acknowledgement**

The client indemnifies the coach from all liability for any actions or adverse situations arising directly or indirectly from the coaching process, or from any referrals or advice given by the coach.

The client acknowledges that the coach may ask questions that are personal, challenging, or disturbing during the coaching sessions. The client waives and release any claims arising from these questions, actions, or services, except in cases of a breach of the coach's confidentiality obligations as outlined under ‘Confidentiality’.

1. **Cookies**

Cookies are small data files that a website sends to a user's web browser while they are browsing. These cookies do not identify individual users. The Uniquely You website uses cookies to collect information necessary for processing enquiries.

1. **Content on website**

Leonie strives to ensure all content, including images, descriptions, and prices, is accurate. If you find any errors, please contact Leonie at live@uniquelyyou.co.za and we will promptly correct them.

1. **Disclaimer**

Leonie does not accept responsibility for any damages arising from the use of this website, whether direct, indirect, consequential, or incidental. This includes, but is not limited to, data loss, loss of income or profit, property damage, and third-party claims.

Leonie reserves the right to update the 'Terms & Conditions' periodically to reflect changes in business practices, legal requirements, or for any other operational reasons.

1. **Copyright**

All content on this website is the exclusive property of Leonie and may not be copied without permission.

# **Personal Information Protection and Privacy Policy for Uniquely You**

Uniquely You, represented by Leonie Fourie, acknowledges the importance of personal information and is committed to ensuring its proper treatment and protection.

This Policy aims to ensure compliance with the Protection of Personal Information Act (POPIA) and underscores our commitment to treating personal data with strict confidentiality.

Information Officer is tasked with overseeing the implementation of this policy and related guidelines, procedures, notices, consents, and processes.

All employees and individuals associated with Uniquely You receive training on regulatory requirements, policies, and guidelines governing the protection of personal information.

We will conduct periodic reviews and audits to ensure adherence to this policy and associated guidelines.

Personal information obtained is used solely for providing services to clients and will not be used for any other purpose without client consent, except where required by law.

**Policy**

Uniquely You takes reasonable steps to securely store all personal information collected.

Personal information is collected directly from clients and will only be disclosed with their consent, except where required by law. Clients will be informed prior to any such disclosure.

We are responsible for ensuring client information is accurate, complete, and up to date. Clients may be requested periodically to update their information.

Personal information is retained for the duration necessary to fulfil the purposes for which it was collected, and in accordance with regulatory storage periods. Information will be deleted if contact cannot be maintained with the client.

When personal information is collected from sources other than the client directly, we ensure the client is aware of who is collecting their information and the specific reason for its collection.

Technical and organisational measures are in place to protect personal information from loss, damage, destruction, unauthorised access, or processing.

While no data transmission can be guaranteed as completely secure, we implement physical, technical, and procedural safeguards to protect personal information in accordance with data protection laws.

Clients have the right to access their personal information held by Uniquely You, know who has accessed it, and request corrections to their information.

We maintain standard operating procedures consistent with this policy to ensure effective implementation.

Uniquely You is dedicated to safeguarding the privacy and security of personal information collected from clients, respecting their trust and ensuring data privacy at all times.