



SUZIE BATTISHILL
CULINARY COACH

Terms & Conditions

1. Introduction

1.1 These Terms and Conditions govern your access to and use of the coaching services provided by Suzie Battishill Culinary Coaching ("we," "our," "us").

1.2 By using our services, you confirm that you accept these Terms and Conditions and agree to comply with them. If you do not agree, you must not use our services.

1.3 These Terms and Conditions apply to all participants ("you," "your," "client") engaging in coaching, teaching, mentoring, and support services.

1.4 These Terms comply with Canadian consumer protection laws and regulations governing service-based businesses.

1.5 For clients residing in the United Kingdom, consumer protection laws applicable in the UK may provide additional rights.

2. Services

2.1 We offer coaching services through sessions ("Sessions") delivered via Zoom, face-to-face meetings, and pre-recorded video sessions.

2.2 The details of our coaching programs ("Programme") and associated costs ("Fee") will be confirmed during the booking process.

2.3 We reserve the right to modify or cancel any part of our Programme. We will notify you of any changes affecting your booked Sessions.



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3. Your Responsibilities

3.1 You must be at least 18 years old to enter into this agreement.

3.2 It is your responsibility to schedule and attend Sessions at agreed times.

3.3 Cancellations require at least 72 hours' notice. Failure to provide notice may result in forfeiture of the Session or a charge for non-attendance.

3.4 You acknowledge that results from coaching depend on your commitment and effort. We do not guarantee specific outcomes.

3.5 You must conduct yourself responsibly during Sessions, particularly at third-party venues, and are responsible for your belongings.

3.6 Clients must maintain respectful and professional communication with the Coach and other participants. Harassment, disruptive behavior, or failure to comply with session etiquette may result in termination of services without a refund.

4. Payment & Refunds

4.1 Payment plan must be agreed as per the contract and initial payment received in cleared funds before the commencement of Sessions.

4.2 Accepted payment methods will be confirmed during booking.

4.3 Deposits (if applicable) are non-refundable unless we fail to deliver the Programme.

4.4 Under Canadian consumer protection laws, you are entitled to a 14-day cooling-off period during which you may request a full refund if no Sessions have been attended. UK clients may also be entitled to cancel under the UK Consumer



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Contracts Regulations 2013, which allow cancellation within 14 days of purchase for online services.

4.5 No refunds will be issued once coaching Sessions have commenced. If a client has attended a portion of the program and then requests a refund, a pro-rated refund may be considered at our discretion. No refunds apply after more than 50% of the sessions have been completed.

5. Liability & Indemnity

5.1 We are not responsible for decisions you make as a result of coaching.

5.2 We are not liable for indirect or consequential losses arising from the use of our services.

5.3 Liability is limited to the amount paid for the Programme.

5.4 You agree to indemnify us against any claims arising from your participation in coaching Sessions.

5.5 We are not responsible for any health-related issues that arise from implementing dietary, lifestyle, or other coaching recommendations. You should consult a qualified healthcare professional before making significant changes to your diet or lifestyle.

5.6 Our coaching services are intended for educational purposes only and are not a substitute for professional medical, psychological, or nutritional advice. Clients should consult a licensed healthcare provider before making significant lifestyle changes.



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6. Photography & Media

6.1 We may take photographs or videos during Sessions for promotional purposes.

6.2 If you wish to opt out of being photographed or recorded, you must notify us in writing.

7. Intellectual Property

7.1 All materials and content provided during coaching Sessions are for personal use only.

7.2 You may not copy, distribute, or use any materials for commercial purposes without our prior written consent.

8. Termination & Cancellation

8.1 Either party may terminate this agreement with 14 days' written notice. No refunds apply for cancellations after the cooling-off period.

8.2 We reserve the right to terminate your participation without a refund if you breach these Terms and Conditions, disrupt Sessions, or engage in inappropriate behavior.

9. Privacy & Confidentiality

9.1 We collect, store, and process personal information in accordance with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA).



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9.2 Your personal data will only be used for purposes related to the delivery of our services and will not be shared with third parties without your consent, except as required by law.

9.3 You acknowledge that any discussions during Sessions are confidential but do not constitute legally privileged communication.

9.4 Personal data collected will be used solely for the purposes of coaching services, scheduling, and communication. We do not sell or share personal information with third parties. By agreeing to these terms, you consent to receive service-related emails. Clients can opt out of promotional emails by contacting us.

9.5 For clients residing in the UK, personal data will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) in addition to Canada's PIPEDA. Clients have the right to request access to their data, correction of errors, and deletion where legally applicable.

10. Force Majeure

10.1 Suzie Battishill Culinary Coaching is not responsible for delays or inability to provide services due to events beyond our control, including but not limited to natural disasters, government restrictions, internet outages, or illness. If such an event occurs, sessions may be rescheduled at a mutually convenient time.

11. General Terms

11.1 We reserve the right to amend these Terms and Conditions at any time. Any changes will be communicated via email and/or posted on our website. Clients will be notified at least 30 days in advance of significant changes. Continued use of our



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services after amendments signifies acceptance of the updated Terms and Conditions.

11.2 This agreement shall be governed by and construed in accordance with the laws of Canada and the province of Ontario, where Suzie Battishill Culinary Coaching is registered. However, for clients residing in the United Kingdom, consumer protection laws applicable in the UK may provide additional rights. Any disputes shall be resolved in Canadian courts unless UK consumer law dictates otherwise.

11.3 Continued use of our services after amendments signifies acceptance of the updated Terms and Conditions.

For any questions, please contact us at suzie.culinarycoaching@gmail.com.

Last Updated: 13 February 2025