

Terms and Conditions

Confidentiality, Privacy and Intellectual Property

All information exchanged between coachees and Ashley Coaching and Consulting is considered confidential.

We abide by the International Coaching Federation's Code of Ethics, <https://coachfederation.org/code-of-ethics>.

All program materials and related intellectual property remain the property of Stacey Ashley and Ashley Coaching and Consulting Pty Ltd and cannot be copied or distributed without express permission.

All log on details provided by Stacey Ashley and Ashley Coaching and Consulting Pty Ltd are for the named purchaser of the program and cannot be shared or distributed.

Ashley Coaching & Consulting will not disclose any client information or any other privileged information to any other third party unless permission for such disclosure has been provided to Ashley Coaching & Consulting by the client.

Program Confirmation and Payment

Program and date/s remain unconfirmed until program payment is received in full. Payment is required a minimum of 2 weeks prior to the event or earlier where practicable.

Cancellation Policy

At Ashley Coaching we work with our clients to ensure that the programs are successful. This means ensuring the commitment of participants to the program.

Should a program* be cancelled, we reserve the right to apply the following policy:

- Cancellation of the program* 4 weeks or earlier from commencement date: any costs incurred are invoiced plus 10% of the program fee for administration.
- Cancellation of the program* 2 to 4 weeks from commencement: any costs incurred are invoiced plus 50% of the program fee.
- Cancellation of the program* less than 2 weeks from commencement: any costs incurred are invoiced plus 100% of the program fee.

Should a scheduled program* date be changed, we reserve the right to apply the following policy:

- Change of a program* date within 2 to 4 weeks of the scheduled date: 50% of the program fee.
- Change of a program* date less than 2 weeks of the scheduled date: 100% of the program fee.
- If a person withdraws from a program*, in some circumstances a substitute person may be added to the program for an administration fee only.

All Coaching Sessions need to be completed within the specified program period.

These terms are governed by the laws of New South Wales, Australia.

Our Commitment

Ashley Coaching commits to delivering an outstanding program that specifically meets and honours the needs of the individual and the organisation.

If your face-to-face program* becomes impacted by changes to COVID restrictions, the program will be delivered via an online platform and all details required to attend will be emailed to you.

As per the NSW Public Health Order 2021, Or the equivalent Public Health Order in your state or territory, any person over the age of 16 is required to be fully vaccinated, or have a valid exemption, in order to attend face-to-face programs.

*A program includes any one off or series of workshops, coaching sessions, webinars, events, and speaking engagements, both face to face and online.