



## **TERMS & CONDITIONS**

### **1. Acceptance of Terms**

By accessing or using this website, purchasing any products, or engaging in any services offered by Sophie Personne, you agree to be bound by these Terms & Conditions. If you do not agree, please do not use this website or purchase any services or products.

By using this website, you confirm that you are at least 18 years of age and have the legal capacity to enter into this agreement.

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### **2. General Website Use**

The information provided on this website is for general informational purposes only. Whilst every effort is made to keep information accurate and up to date, no representations or warranties are made regarding completeness, accuracy, reliability, suitability or availability.

Any reliance placed on information found on this website is strictly at your own risk.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so under applicable law.

Sophie Personne will not be liable for any loss or damage (including indirect or consequential loss, loss of data or loss of profits) arising out of, or in connection with, the use of this website.

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### **3. External Links**

This website may include links to other websites which are not under our control. Sophie Personne is not responsible for the nature, content, or availability of those websites, nor does the inclusion of any link imply recommendation or endorsement.

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### **4. Website Availability**

Every effort is made to keep the website operational and accessible. However, Sophie Personne accepts no responsibility for temporary unavailability due to technical issues beyond reasonable control.

For technical issues, please contact: [support@sophiepersonne.com](mailto:support@sophiepersonne.com)

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### **5. Coaching & Professional Disclaimer**

Information, coaching, materials, tools, and resources provided by Sophie Personne are intended for educational and informational purposes only.

Services do not constitute medical, psychological, psychiatric, legal or financial advice, nor are they a substitute for professional therapy or medical treatment. No diagnosis or treatment of any medical or psychological condition is provided.

If you are experiencing mental health difficulties, you should seek support from a qualified healthcare professional.

Any decisions, actions or outcomes resulting from coaching or use of materials remain the sole responsibility of the client.

Under no circumstances shall Sophie Personne be held liable for any actions, decisions or consequences arising from the use of coaching services or materials.

Clients agree to indemnify and hold Sophie Personne harmless against any claims arising from the use of services, materials, or advice provided.

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## **6. Results Disclaimer**

Individual results will vary. Success depends on personal commitment, actions and circumstances. No specific outcome or result is guaranteed.

Sophie Personne reserves the right to refuse or discontinue services at her discretion.

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## **7. Privacy & Data Protection**

Sophie Personne complies with UK Data Protection legislation and GDPR (ICO Registration: ZA083240).

Clients may request details of any personal data held by contacting [support@sophiepersonne.com](mailto:support@sophiepersonne.com). Requests will normally be responded to within one calendar month.

The full Privacy Policy is available via the website footer.

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## **8. Digital Products & Online Programmes**

All digital products, online programmes and downloadable materials are provided for personal use only.

By purchasing digital content, you expressly consent to immediate access and acknowledge that you lose your statutory right to cancel once access has been granted.

All sales of digital products are final unless otherwise stated.

Login details are personal to the purchaser and must not be shared.

All programme content, materials, recordings and resources remain the intellectual property of Sophie Personne and may not be copied, distributed or reproduced.

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## **9. Payments**

Fees for coaching, online programmes and digital products are payable by debit or credit card unless otherwise agreed.

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## **10. Coaching Agreements**

Private coaching services are governed by a separate written coaching agreement provided prior to commencement. In the event of any conflict between these Terms & Conditions and the coaching agreement, the coaching agreement shall prevail.

Private coaching clients will receive a separate coaching agreement outlining programme details, fees, and services. This agreement becomes valid upon receipt of full payment or deposit and represents the full agreement between both parties, it supersedes any prior discussions or agreements, whether written or verbal.

Services are intended for adults aged 18 or over unless agreed in advance.

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## **11. Rescheduling & Cancellations**

Private coaching sessions require a minimum of 24 hours' notice for rescheduling or cancellation.

Sessions cancelled or changed with less than 24 hours' notice may be charged in full.

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## **12. Complaints**

For any concerns or complaints, please contact:

support@sophiepersonne.com

We aim to respond within 14 working days.

If you do not have access to email, correspondence may be sent to:

Sophie Personne  
124 City Road  
London  
EC1V 2NX

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## **13. Governing Law**

These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the English courts.

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## **14. Copyright & Intellectual Property**

All website content, including text, graphics, images, logos, downloads, programme materials and software, is the intellectual property of Sophie Personne unless otherwise stated.

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