



Terms & Conditions Invoke Your Client's Magic

I am absolutely thrilled you are interested in training to become a certified Soul-based Coach. If you decide to take the program, it will be an incredibly rich learning experience, that will transform who you are and how you work. By law, I am required to ask you to read these terms and conditions carefully. When you choose to enrol by making the payment(s), you are also indicating you have read these conditions and accept the terms stated here.

1. Agreement

These terms and conditions form the agreement between Red Robin Change Facilitation/ the Academy of Soul-based Coaching ("us" "our" "we") and our Clients ("you" "your"). This agreement starts when you enrol in Invoke Your Client's and only ends when terminated in line with these conditions. These terms and conditions may be updated from time to time, so we recommend that you re-visit this page to stay informed of any changes. Changes to these terms only apply to new people enrolling once the changes are made.

2. Our commitment to you

Invoke Your Client's Magic is an interactive, part live-taught, online program. It is offered with 6 months of live teaching, and:

- Online video's in the dedicated online training portal
- A pdf program manual
- Weekly live calls for Q&A and supervised practice
- Our dedicated Facebook group for all questions
- The opportunity to undergo the certification process to become a Certified Soul-based Coach, and it's recommended to do this within 12 months of starting the program
- For the VIP Packages: 4 individual coaching sessions as well as 4 individual supervision sessions, to be taken within 12 months of starting the program

3. Enrolment and start of the program

You can enrol when the doors to the program are open, normally in January of each year.

When we have received the enrolment fee in accordance with the terms below, your place in the program is secured. You will receive a welcome email from us, with all the information you need to start participating in the program and access the training portal.

In the first week of the program, you will receive your invitation for our official start meeting, access to the online training environment, the program manual and our online group space on Mighty Networks.

4. Your commitment to us

4.1 Invoke Your Client's Magic requires a commitment of time, co-operation and participation. Invoke Your Client's Magic runs for six months (up to one year for the VIP Package). It is our experience that to successfully complete the Invoke Your Client's Magic participants need to dedicate a minimum of 4 hours a week.

4.2 You acknowledge that undertaking Invoke Your Client's Magic may at times be personally challenging and you will not knowingly undertake the program if you believe that you will not respond well to personal conversations, personal growth and constructive feedback.



4.3 We record all group calls and by enrolling in Invoke Your Client's Magic you consent to these recordings. The recordings are only made available to participants in the program.

4.4 It is highly recommended that you be on every call possible for your growth and learning.

5. Your commitment to each other

5.1 You acknowledge that you are undertaking an adult learning process and that everyone has individual approaches to learning and participation. You acknowledge that there may be times when you or other participants will have a difference of opinion or values and that you will deal with those differences with dignity and respect for yourself and others.

5.2 All participants will practice their coaching skills with other participants throughout Invoke Your Client's Magic. You will treat your coaching partner with confidentiality, respect and professionalism.

5.3 Communications with your coaching partners can occur in person, via phone, Zoom or Skype, and will be between 30 min and 1,5 hours a week. You will schedule the calls at times that are convenient to all of you..

5.4 The Academy for Soul-based Coach/ Red Robin Change Facilitation cannot be held responsible for the connection between you and your training partner. Any breakdown in communication or engagement between the two of you is to be dealt with respectfully and privately, just as it would be with a coaching client and that the Academy will not intervene in that relationship unless gross misconduct is reported.

6. Participation requirements

6.1 Participants agree to participate in Invoke Your Client's Magic (including use the Membership Site ("the Site") and Mighty Networks space) in good faith and in a way so as to not bring disrepute or cause reputational or other damage to the Academy for Soul-based Coaching.

6.2 You agree that you will not upload or provide content on the Site or the Might Networks space which is:

1. defamatory, fraudulent, unlawful, threatening, intimidating, harassing, disrespectful, inappropriate, harmful, hateful, abusive, tortious, obscene, invasive of another's privacy, sexist, racist, homophobic, violent or degrading;
2. infringes the intellectual or other proprietary interests of third parties;
3. contains spam, chain letters, pyramid and other such selling and marketing schemes, computer viruses, computer code, files or programs or other harmful components that are designed to interrupt, destroy, change or limit the functionality of the Site or any other computer software, hardware or other electronic equipment, information which in any way impinges on another user's use or enjoyment of the Site or otherwise breaches or encourages other users to breach these Terms and Conditions;
4. violates any law; or
5. encourages or incites any other person to engage in any of the above behaviour;

6.3 You also agree that you will not :

1. Use technology or other means that is not authorised by the Owner to access the Site;
2. Use or launch any automated system, including without limitation, "robots," "spiders," or "offline readers," to access the Site;
3. Attempt to, or introduce viruses or any other computer code, files or programs that may interrupt, destroy or limit the functionality of the Site or the Facebook Page;
4. Gain or attempt to gain unauthorised access to the Site or Facebook Page including the networks or user accounts; or



5. Attempt to or engage in conduct that damages, disables, overburdens, or impairs the Site, Facebook Page, servers or networks.

7. Your financial commitment

7.1 All prices are displayed in Euro's and are exclusive of VAT which applies in certain cases to European residents. VAT will be added to the fees below during the enrolment process.

7.2 In order to secure your commitment in Invoke Your Client's Magic we require either the amount of your chosen level in full, or the first monthly payment be paid at the time of enrolment. Each following payment will be withdrawn from your account on the same date each month.

7.3 While we provide all of the program materials, participants are responsible for the costs associated with participating in group training calls, (cost of a local call/higher from mobiles or free via Skype) and transport and accommodation if deciding to meet up.

8. Transferring and Withdrawing

8.1 We conduct our services in accordance with, and you have the rights as provided by, the Dutch Law ("the law"). Under the law, we are not required to provide a refund for a change of mind.

8.2 The 30-day satisfaction guarantee refund

Is available upon request within the first 30 days of the program, and is conditional upon you having fully participated in the program up until the date of your withdrawal.

Once we receive your request, and you have fully participated, we will process your refund via your payment processor within ten business days. Mollie is the gateway through which we receive your payment no matter what type of credit card or financial institution you pay via. There are no exceptions to the way we provide refunds. All refunds are made via Mollie and will be processed via the means you chose for your payment. You will lose access to the program material and our Might Networks space.

8.3 Withdrawing

Withdrawing at any time means you will not be eligible to call yourself a Soul-based Coach or undertake certification.

8.4 Cancellation / Late Withdrawal

If you withdraw from Invoke Your Client's Magic after the first 30 days, you will have forfeited your program fees and must pay all fees if any are still owing for the program.

8.5 You acknowledge that if necessary the Academy for Soul-based Coaching/ Red Robin Change facilitation will engage the services of a Debt Collection Agency to attain any owed fees from your program tuition that are outstanding and that if this is required you will be liable for the agency fees charged to do this.

8.6 Transferring

If something arises prior to the first group call and you would like to transfer to another group at a later time, you may transfer your enrolment to a new date as long as availability permits. Transfers are only possible if the program fees continue to be paid on your current instalment plan. If we cannot accommodate your transfer, you will be entitled to the partial refund if you choose to withdraw within the withdrawal period.



9. Certification

9.1 When you pass the certification exam you can call yourself a certified Soul-based Coach. If you do not wish to do anything further than that with your life coach training you do not have to.

9.2 To become a Certified Soul-based Coach you need to:

- Undertake the online PRO quiz
- Send in 45 min video of your 3rd client facilitation (outside of Invoke group), which will be assessed using the formal criteria of 'Clean Facilitator Foundation Level'
- Hand in a copy of your coaching log
- A reflection report according to the assignment given

It is your responsibility to be aware of these requirements and undertake them if you wish to be certified with us. We do not make the assumption that any participant or graduate wishes to be certified and therefore will not question your level of involvement or undertaking of certification requirements at any time.

Once certified you will receive:

- a certified Soul-based Coach logo for your website and marketing material,
- a professional profile on the Academy website and
- life time access to the Certified Soul-based Coaching Online Group

9.3 Once you have completed your training and coaching series and have your documentation ready to submit, please email Annemiek@academyforsoulbasedcoaching.com to arrange the process. There is no charge for this service.

9.5 All decisions about whether or not you are granted certification status are final and no correspondence will be entered into.

Once you have been granted certification and upon submission of your professional quality photograph and biographical details, your profile will be created, allowing you to receive direct coaching client referrals from Academy website.

10. Warranties and Indemnities

10.1 We do not warrant that the Website or Facebook page will be uninterrupted or error free or that the Site, its content or the server are free of viruses or other harmful components. The Academy for Soul-based Coaching/Red Robin Change Facilitation maintains current anti-virus software, however to the extent provided by law, we do not guarantee against third party interference or that the Website or its content will be compatible with third party software or hardware. The Academy for Soul-based Coaching/Red Robin Change Facilitation is not liable for any default due to an act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm or other event beyond the Owner's reasonable control.

10.2 You agree to indemnify, the Academy, its partners, licensors, affiliates, contractors, officers, employees and agents for any claim arising directly or indirectly from your acts and omissions in using the Site and Facebook page pursuant to the terms of the Agreement.

10.3 You acknowledge that while you will be receiving training in a coaching model and the building of a life coaching business, you will not hold The Academy for Soul-based Coach/ Red Robin Change Facilitation responsible for anything related to your personal business success or otherwise including your income and client attraction, during or after your program participation and certification, including if you are profiled on the Academy website.



11. Intellectual Property

The Academy for Soul-based Coaching/Red Robin Change Facilitation retains the right to all intellectual property (whether registered or not) that is created by us and you agree not to disclose, sell or deal with our materials in any way other than in accordance with these terms and conditions.

12. Termination

This agreement will terminate automatically upon completion of Invoke Your Client's Magic. This agreement will be terminated without notice if you fail to pay any amounts owing by the due date. We reserve the right to terminate this agreement if a breach of the terms occurs. We also reserve the right to terminate this agreement in the unfortunate event that we become unable to provide the services requested, in which case all monies paid for work not undertaken will be refunded.

If your participation is terminated, you will no longer have access to the Site or the Facebook page. The restrictions imposed on you with respect to the material provided to you, payment obligations, and the disclaimers and limitations of liabilities contained in these terms and conditions will survive termination.

13. Governing Law

This agreement is governed by the laws of The Netherlands.

14. Queries and Concerns

If you have any concerns relating to Academy for Soul-based Coaching and Invoke Your Client's Magic you are welcome to contact Annemiek@academyforsoulbasedcoaching.com asap detailing your concerns and how you believe it can be swiftly resolved, where you will receive prompt support and attention. We are a supportive and caring business who will liaise with you in a professional manner and we ask you do the same for us too.

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