



## Terms & Conditions Invoke Your Client's Magic 2022

We are thrilled you are enrolling in this training in Soul-based Coaching. This is an incredibly rich learning experience that will transform who you are and how you work. By enrolling and making your (first) payment, you also indicate that you have read and accept these terms & conditions.

### 1. Agreement

These terms and conditions form the agreement between 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.

### 2. Our commitment to you

Invoke Your Client's Magic is an interactive, part live-taught, online course. It is offered in 12 months by

- Online videos in the dedicated online training portal
- Pdf course manuals
- 10 months of weekly live calls for Q&A and supervised practice (with breaks for holidays)
- 2 months of monthly live calls for certification support
- Our dedicated Facebook group for all your questions
- The opportunity to undergo the certification process to become a Certified Soul-based Coach
- For the VIP Package: 4 individual coaching sessions as well as 4 individual supervision sessions, to be used within 12 months of starting the program

### 3. Enrolment and start of the course

You can enrol when doors to the program are open..

After enrolling, your place in the course is secured. You will receive a welcome email from us, with the information you need to start participating in the course.

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

### 4. Your commitment to us

- 4.1 Invoke Your Client's Magic requires a commitment of time, co-operation and participation. It runs for twelve months. It is our experience that to successfully complete the program, participants need to dedicate a minimum of 4 hours a week in the first 6 months of the program. After that it depends on your goals.
- 4.2 You acknowledge that undertaking Invoke Your Client's Magic may at times be personally challenging and you will not knowingly undertake the course 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 you consent to these recordings. The recordings are only made available to participants in the course.



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

#### 5. Your commitment to each other

- 5.1 You respect that everyone in the group has individual learning styles. To accommodate each other and create a rich and safe learning environment, you agree to deal with any differences in a respectful and way, bringing curiosity to the group process.
- 5.2 All participants practice their coaching skills with other participants throughout Invoke Your Client's Magic. You will treat your coaching partners with confidentiality, respect and professionalism, and this includes not infringing on their Intellectual Property.
- 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 hrs a week. You will schedule the calls at times that are convenient to you both.
- 5.4 The Academy for Soul-based Coach is not responsible for the connection between you and your training partners. 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 Kajabi portal ("the Site"), our Facebook group and Facebook page) 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 on the Facebook Page 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 stated in Euros on the website and VAT is included as is required by EU law.
- 7.2 To secure your commitment in Invoke Your Client's Magic we require either the amount of your chosen level in full, or a deposit be paid at the time of enrolment. Following payments will be withdrawn from your account or charged to your credit card on the same date each month from the start of the program.
- 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 internet access for calls) and transport and accommodation if you decide to meet in person.

## 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 course 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, minus the costs of payment. Stripe or Mollie are the gateways 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 Stripe or Mollie. You will lose access to the course material and our online group when you withdraw.

### 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 you still owe for the program.

- 8.5 You acknowledge that if necessary, the Academy for Soul-based Coaching 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 course at a later time, you may transfer your enrolment to a new date if availability permits. Transfers are only possible if the course fees continue to be paid on your current instalment plan. If we cannot accommodate your transfer, you will be entitled to the refund if you choose to withdraw within the withdrawal period of 30 days.

## 9. Certification

9.1 When you pass the certification exam you can present yourself as a certified Soul-based Coach. If you do not wish to be certified, you do not have to. In that case, you agree not to present yourself as a Soul-based Coach.

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 the Invoke group), which will be assessed using the international criteria of 'Clean Facilitator Foundation Level'
- Send in a reflection report according to the assignment given
- Provide us with your coaching log, with a minimum of 10 clients and 3 sessions each

It is your responsibility to be aware of these requirements and undertake them if you wish to be certified with us. We do not assume 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 you pass, you are a Certified Soul-based Coach for the duration of one year. You will receive:

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

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

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

9.5 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. Your profile is available for as long as you are certified.

9.6 Your certification is valid for one year. During this year, you are required to attend supervision meetings and to continue to keep your skills current. The form of supervision you choose will determine the costs associated. When you fulfil the supervision requirements, your certification is extended for the next year. After the first 5 years, supervision is no longer required, though we would advise you to continue.



## 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 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 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 coaching business, you will not hold The Academy for Soul-based Coach 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 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 when you decide not to become a Certified Soul-based Coach, or when you no longer choose to be a Certified Soul-based Coach. 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 participantship is terminated, you will no longer have access to the Site or the online Group group. 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 the Academy for Soul-based Coaching and Invoke Your Client's Magic you are welcome to contact [Annemiek@academyforsoulbasedcoaching.com](mailto:Annemiek@academyforsoulbasedcoaching.com) a.s.a.p. 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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