

1:1 Client Work - Terms & Conditions

By Revitalise Coaching (Jennifer Thomas T/A Revitalise Coaching)

These Terms & Conditions are here to create a clear and supportive agreement between us, so you feel safe, held, and fully informed throughout our 1:1 work together.

1. What's Included

You may book individual sessions or purchase a package. All sessions are held online via Zoom and may include:

- Coaching
- Spiritual mentoring
- Energy healing
- Intuitive guidance

Sessions are facilitated by Jen Thomas, a qualified Personal Performance Coach, NLP Practitioner, and Certified Angel Guide. Each session is intuitively tailored to your needs, blending practical coaching tools with energetic and spiritual insight to support your growth and wellbeing.

2. Booking & Payment

- All sessions are booked and paid for online in advance.
- For single sessions, you choose and book your preferred date and time at the point of payment.
- For packages, payment is made upfront in full. You'll book your first session online, and then Jen will send you a private booking link to schedule the remaining sessions.
- Sessions are subject to availability, and it's recommended to book in advance to secure your preferred times.

3. Expiry of Sessions

If you purchase a package, all sessions must be used within 6 months of your first session. Unused sessions after this time will be forfeited, with no refunds or extensions.

4. Cancellation & Rescheduling

- Please give a minimum of 24 hours' notice if you need to reschedule.

- Sessions changed or cancelled with less than 24 hours' notice are forfeited.
- Missed sessions (no-shows) are also forfeited.

This policy helps maintain clear energetic boundaries and honours Jen's time and commitment to all her clients.

5. Refund Policy

All payments are non-refundable, whether for single sessions or packages. Please ensure you are ready to commit before booking.

6. Confidentiality

All sessions are completely confidential. What you share is held with care, respect, and non-judgement. Exceptions apply only where required by law (e.g. risk of harm).

7. Session Boundaries

- Sessions begin and end at the scheduled time. Please arrive on time and ensure you're in a private, quiet space where you won't be disturbed.
- The container we co-create is sacred. You're asked to bring presence, openness, and a willingness to engage fully.

8. Disclaimers

- Jen offers holistic, intuitive, and spiritual support through coaching, energy work, and mentoring. Her approach draws on her qualifications as a Personal Performance Coach, NLP Practitioner, and Certified Angel Guide.
- This work is not a substitute for therapy, medical care, or psychiatric support.
- You are fully responsible for your own wellbeing and choices at all times.
- Jen does not diagnose, treat, or prescribe.
- While guidance is offered in good faith, you are always encouraged to trust your own inner wisdom and make decisions that are right for you.
- No specific outcomes are guaranteed.

9. Legal & Contact

Revitalise Coaching is a trading name of Jennifer Thomas, a sole trader based in the UK. These Terms are governed by UK law. For questions or clarification, please reach out at any time.

By booking a session or package, you confirm that you have read, understood, and agreed to these Terms & Conditions.