

# General Terms & Conditions

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These Terms and Conditions govern the use of services provided by **Janene Liston Coaching & Consulting** (referred to as the "Coach") to clients (referred to as the "Client").

## 1. Scope of Services

The Coach provides coaching and consulting services to businesses. These services may include, but are not limited to: articles, guides, tools, workshops, coaching sessions, consulting engagements, and structured programs. Core focus areas include pricing, marketing, communication, business strategy, and leadership.

## 2. Payment Terms

### 2.1 Online Offers

Payment for online offerings (e.g., workshops, challenges, programs) is required in full and in advance. Each purchase grants access to one individual participant only.

### 2.2 Coaching & Consulting

Payment terms for individualized coaching and consulting are governed by the specific agreement signed between the Coach and the Client.

## 3. Cancellations & Refunds

### 3.1 Coaching Program Cancellation

The Client may cancel participation in a coaching program with a minimum of two (2) weeks' written notice. Fees paid are non-refundable; partial refunds may be issued solely at the Coach's discretion. Cancellation requests must be sent via email and are only valid upon confirmation from the Coach.

### 3.2 Workshops & Consulting

Cancellation and refund terms for workshops and consulting engagements will be stated in the applicable offer or individual contract.

### 3.3 Missed Sessions (Coaching)

- **Group Programs & One-Off Sessions:** No make-up sessions or refunds for missed sessions or no-shows.
- **One-to-One Coaching Packages:** Refer to the applicable coaching agreement for specific terms.

### 3.4 Refund Policy

- **General:** Purchases are non-refundable for change-of-mind and are non-transferable without prior written consent.
- **Workshops:** Specific terms are detailed in the respective contract or offer.
- **Online Programs:** Refund requests must be submitted within 14 days of purchase and include a valid reason. Participation evidence may be required. If approved, a 15% administrative fee and the value of any consumed services or products will be deducted. Refunds will be processed via the original payment method.
- **Coaching Packages & Programs:** Governed by individual agreements.

## 4. Minimum Participant Requirement

The Coach reserves the right to cancel any course that does not meet its minimum enrollment threshold. Notice will be provided at least 48 hours in advance. A full refund will be issued to all registered participants.

## 5. Marketing & Testimonials

The Coach may use anonymized testimonials, images, and video content from sessions for marketing purposes (e.g., website, promotional materials). Participants may opt out by notifying the Coach in writing prior to the event or session. If the Coach were to use your name and/or photo, you will be asked to give your permission first.

## 6. Limitation of Liability

Services are provided for educational and informational purposes. The Client assumes full responsibility for outcomes resulting from the application of these services. The Coach provides no guarantee of specific results. In the case of Force Majeure (e.g., natural disaster, political unrest, pandemics), the Coach may cancel or postpone services. In such cases, fees will be credited or refunded. The Coach bears no liability for such cancellations.

## 7. Disclaimer

All content is provided "as-is" without warranties. While the Coach strives for accuracy, no guarantees are made regarding the completeness or reliability of information. Clients must notify the Coach of any issues in writing, and appropriate corrective action will be taken.

## 8. Confidentiality & Data Protection

The Coach treats all personal and business information shared by the Client as strictly confidential. This information will not be disclosed to third parties without the Client's prior written consent, unless required by law.

For information on how personal data is collected, used, stored, and protected, please refer to the full **Privacy Policy** available at: <https://thepricinglady.com/privacy-policy>.

By engaging with the Coach's services, the Client acknowledges and agrees to the data practices outlined in that policy, including rights provided under applicable data protection laws such as the Swiss Federal Act on Data Protection (FADP) and the EU General Data Protection Regulation (GDPR), where relevant.

## 9. Intellectual Property & Use of Services

All materials and content provided by the Coach are protected by intellectual property rights and are for personal use only under a single-user license. Reproduction, sharing, or distribution without written permission is strictly prohibited. Blog content may be quoted with proper credit to **Janene Liston** and **thepricinglady.com**.

Recordings of online sessions are the exclusive property of the Coach. Clients may receive access to recordings for personal use only; redistribution or commercial use is prohibited.

## 10. Modifications to Terms

These Terms & Conditions are subject to change without notice. The latest version will always apply to ongoing and future services. Clients are encouraged to retain a copy for their records.

## 11. Dispute Resolution & Jurisdiction

In the event of a dispute, the parties agree to attempt resolution through good-faith negotiation. If unresolved, disputes shall be submitted to final and binding arbitration in accordance with the **Swiss Mediation Rules**.

- **Jurisdiction:** Basel, Switzerland
- **Language:** English
- **Costs:** Shared equally unless otherwise decided by the arbitrator