



# 1:1 Coaching Terms and Conditions

## **Health & Wellbeing 1:1 Coaching for Young People (Ages 11–24)**

These Terms and Conditions apply to all Health & Wellbeing 1:1 Coaching services provided by Growing Resilience in Teens (GRIT) (“we”, “us”, “the Coach”). By booking, attending, or participating in our services, clients and, where applicable, parents or legal guardians confirm their agreement to the terms set out below.

## 1. Nature of the Service

Our service provides 1:1 Health & Wellbeing Coaching for young people aged 11–24. Sessions may include:

- Talking and reflective coaching
- Goal-focused wellbeing activities
- Non-contact boxing-based exercises (e.g. pad work, movement and fitness activities)

Coaching is not therapy, counselling, medical treatment, or crisis intervention. It does not diagnose or treat mental health conditions. Coaching supports personal development, emotional regulation, confidence, and resilience.

## 2. Age, Consent & Participation

- Coaching is available to young people aged 11–24.
- For clients under 16, written consent from a parent or legal guardian is required before coaching begins.
- For clients aged 16–17, consent arrangements will follow safeguarding guidance and best-interest principles.

Parental involvement, attendance, or feedback arrangements will be agreed in advance, taking account of the young person’s age, needs, and safeguarding considerations.

### 3. Physical Activity & Non-Contact Boxing

As part of 1:1 coaching, sessions may include light, non-contact boxing-based activities, such as pad work, basic movements, or being shown simple boxing stances.

These activities are used as a coaching tool and metaphor, for example to explore:

- How we respond to challenge or pressure
- Balance, grounding, and focus
- Boundaries, confidence, and self-control
- Managing emotions and reactions in everyday life

These activities:

- Do not involve sparring or physical contact between participants
- Are light-intensity, non-competitive, and adapted to the individual
- Are optional and can be paused, modified, or replaced with talking-based coaching at any time
- Are used to support reflection and learning, not athletic performance

By participating, clients (and parents or guardians where applicable) confirm that:

- The young person is physically able to take part in light physical movement
- Any relevant medical conditions, injuries, or health concerns have been disclosed in advance

We reserve the right to adapt, limit, or discontinue any physical activity where there are concerns about safety, wellbeing, or emotional readiness.

### 4. Safety, Conduct & Right to Withdraw Services

We reserve the right to pause, refuse, or discontinue coaching sessions where:

- There are concerns about the safety or wellbeing of the client or others
- The client appears to be under the influence of alcohol or drugs
- The client behaves in an unsafe, aggressive, or inappropriate manner
- The client becomes unwell during a session (e.g. fainting, injury, seizure)
- Safeguarding concerns arise

Where appropriate, parents, carers, or referring professionals will be informed.

## 5. Medical & Mental Health Disclaimer

Our coaching services are not a substitute for medical, psychological, or psychiatric care.

Clients must continue any existing medical or mental health treatment unless advised otherwise by a qualified healthcare professional. We do not advise stopping medication or altering treatment plans.

It is the responsibility of the client or parent/guardian to seek medical advice where appropriate.

## 6. Confidentiality & Safeguarding

Information shared during coaching sessions is treated as confidential.

Confidentiality will be breached only where:

- There is a risk of serious harm to the client or others
- Safeguarding or child protection concerns arise
- Disclosure is required by law

All safeguarding concerns are managed in line with our Safeguarding Policy and relevant statutory guidance.

## 7. Data Protection & Privacy

We collect and store personal information only where necessary to deliver safe and effective coaching.

All data is handled in line with UK GDPR. Full details can be found in our Privacy Policy: [www.gritcharity.org/policies](http://www.gritcharity.org/policies)

## 8. Fees & Payment

- Payment is required in advance
- Any required deposit is non-refundable
- Failure to make agreed payments may result in suspension of sessions

## 9. Cancellations & Missed Sessions

- A minimum of 24 hours' notice is required to cancel or reschedule sessions
- Sessions cancelled with less than 24 hours' notice or not attended will be charged in full
- If we cancel a session with less than 24 hours' notice, a replacement session will be offered

## 10. Programme Commitment & Refunds

- Sessions are non-transferable and must be used within the agreed programme timeframe
- The client will receive an initial chemistry session free of charge. If after this session, the client would like to proceed, payment will be taken for the block of coaching sessions. If the client does not wish to proceed after the chemistry session, no payment will be taken. Once payment has been taken, and coaching sessions commenced, we are unable to offer refunds.
- Ongoing programmes require one month's notice to cancel

## 11. Professional Boundaries

- Coaching sessions are structured and time-limited
- Contact outside sessions is limited to agreed purposes (e.g. scheduling, safeguarding)
- We do not provide emergency or crisis support
- In emergencies, appropriate statutory services should be contacted.

## 12. Updates to These Terms

We may update these Terms and Conditions from time to time. The most current version will always apply and will be made available on request or via our website.