

# TERMS & CONDITIONS

**Last updated:** 20/01/2026

Some forms may invite you to share personal or sensitive information. You are never required to disclose anything you are not comfortable sharing.

Any sensitive information provided is treated with care and used only to ensure support or services are appropriate.

## Scope of services:

This website offers:

- Coaching services
- Speaking engagements
- Digital products
- Physical products
- Consultations

Each service is offered with clear boundaries and expectations.

## Coaching services:

Coaching offered through **Empower Beyond Coaching** is:

- Supportive and mindset-focused
- Trauma-informed
- Non-clinical

Coaching is **not therapy, counselling, medical treatment, or crisis support**.

Clients remain responsible for their own decisions, wellbeing, and actions.

## Consultations:

Free or paid consultations are offered to explore suitability. They do not create an obligation to continue with coaching or other services.

## Speaking engagements:

Speaking bookings are confirmed following enquiry and agreement of terms.

Details such as fees, dates, location, travel, and format are agreed in writing before confirmation.

## Digital products:

Digital products are provided for personal use only.

Due to the nature of digital content, refunds are not available once access has been granted, unless otherwise stated.

## **Physical products:**

Physical products are created and fulfilled under **Handmade By Yours Truly**.

Product descriptions are provided as accurately as possible. Slight variations may occur due to the handmade nature of some items.

## **Payments:**

Payments must be made in full or according to agreed payment terms before services are delivered or products dispatched.

All payments are processed securely through third-party payment providers.

## **Cancellations and refunds:**

### **Coaching and sessions:**

Cancellation and rescheduling terms will be outlined at the time of booking.

Missed sessions or late cancellations may not be refundable.

### **Physical products:**

Refunds and returns are handled in line with UK consumer rights. Please contact

[info@rajholness.co.uk](mailto:info@rajholness.co.uk) for support.

## **Boundaries and conduct:**

Respectful communication is expected at all times.

I reserve the right to refuse or end services if boundaries are not respected or if support is deemed unsuitable.

## **Limitation of liability:**

While care is taken in the delivery of services and products, no guarantees are made regarding specific outcomes.

To the fullest extent permitted by law, liability is limited for indirect or consequential loss.

## **Intellectual property:**

All content on this website, including text, images, designs, and products, remains the intellectual property of Raj Holness and Handmade By Yours Truly unless otherwise stated.

Content may not be copied or reproduced without permission.

## **Governing law:**

These terms are governed by the laws of England and Wales.

## **Contact:**

If you have any questions about these terms, please contact:

[info@rajholness.co.uk](mailto:info@rajholness.co.uk)

