



Terms and Conditions – Fox Hill Consultancy

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1. Introduction

These Terms and Conditions govern your use of services provided by **Fox Hill Consultancy** (“we”, “us”, or “our”). By engaging with our services, you agree to these terms. If you have any questions, please get in touch via the contact form on our website. These terms apply whether services are provided to individuals or to organisations.

2. Services We Provide

We offer a range of professional services, including:

- One-to-one coaching (paid, pro bono, or subsidised)
- Executive and leadership coaching
- Corporate coaching cohorts and group sessions
- Board and senior team development
- Away days and team-building facilitation
- Strategic consultancy and fractional executive support
- Online and in-person delivery

3. Booking and Agreements

All services must be confirmed in writing (usually by email or contact form). This agreement may outline:

- Session numbers and frequency
- Delivery mode (virtual or face to face)
- Location (if in-person)
- Fees, discounts, or pro bono terms
- Purpose, goals, and expectations
- Cancellation and rescheduling rules

For corporate engagements, a proposal or formal agreement may also be provided.

4. Fees and Payment

Fees will be agreed in advance. Standard terms:

- **Individuals:** Payment in advance or per session
- **Corporate clients:** Invoiced, payable within 14 days unless agreed otherwise

We reserve the right to pause or end services if payments are not received.

All fees are currently VAT-exempt. If VAT becomes applicable, clients will be notified in writing.

5. Cancellation and Rescheduling

Individuals:

- More than 48 hours’ notice: rescheduling without charge
- Less than 48 hours: session may be charged in full

Corporate clients:

- Cancellations require 7 days’ notice



- Less than 7 days: 50% of agreed fee may be charged unless rescheduled

We approach all cancellations with fairness and compassion while protecting time for both parties.

6. Confidentiality

All client information is treated as confidential unless:

- You provide explicit consent to share
- Disclosure is required by law (e.g. safeguarding concerns, criminal activity)

For corporate group work, thematic insights may be shared with commissioning clients only in an aggregated, non-identifiable way unless otherwise agreed.

7. Ethical Practice

Fox Hill Consultancy adheres to the **AOEC (Association for Executive Coaching) Code of Practice**, which includes:

- Respect for client autonomy
- Commitment to confidentiality and professionalism
- Ongoing reflective practice and supervision
- Clear boundaries regarding coaching, therapy, and advice

We aim to create a safe, ethical, and transformational coaching space. If a conflict of interest or ethical issue arises, it will be addressed transparently and appropriately.

8. Coaching Boundaries

Coaching is a reflective, forward-focused developmental partnership. It is **not therapy**, counselling, or clinical diagnosis. Clients are responsible for their own decisions, actions, and implementation.

We reserve the right to refer or decline service where coaching is not appropriate or ethical.

9. Intellectual Property

All materials, tools, and resources shared by Fox Hill Consultancy remain our intellectual property unless explicitly agreed otherwise.

You may not reproduce, distribute, or use any materials for commercial purposes without written consent.

10. Liability

We deliver services to the highest professional standard, but cannot guarantee outcomes. You engage with services at your own discretion.

To the maximum extent allowed by law, we are not liable for indirect, consequential, or incidental losses resulting from use of our services.

11. Force Majeure

We are not liable for delays or non-performance due to events beyond our control (e.g. illness, power outages, extreme weather, etc.). In such cases, we will reschedule services promptly.

12. Jurisdiction

These Terms are governed by the laws of **England and Wales**. Any disputes will be resolved under the exclusive jurisdiction of those courts.

13. Contact



To get in touch regarding these terms, your engagement, or to raise a concern, please use the contact form on our website:

Fox Hill Consultancy

Email: If you have any questions about this Privacy Policy, your personal data, or wish to exercise any of your rights under UK GDPR, please contact us via the form on our

website <https://foxhillconsultancy.com/contact-us/>

Website: www.foxhillconsultancy.com