

## Website Terms & Conditions September, 2023

### Introduction

Hi there! This website, [www.alicebulmer.com](http://www.alicebulmer.com), is owned and operated by me, Alice Bulmer. If you have any further questions, please contact [alice@alicebulmer.com](mailto:alice@alicebulmer.com)

This document sets out the Terms and Conditions you need to be aware of when using this website or purchasing from me. Please take a moment to read it, as it sets out the terms of our relationship so that we may both benefit from clear boundaries and knowing what to expect from each other.

When you visit this website, use my services or purchase my products, you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't agree, you should not continue to visit this website or purchase from me.

Please note that I do not provide services for children. If you are under 18 these products and services are not suitable for you.

This document may be changed or modified from time to time. Please check back regularly to ensure you are aware of any changes.

There may be additional specific terms of service provided to you in relation to my products and/or services. If there is any inconsistency between this document and those specific terms of service, these Website Terms and Conditions are overruled to the extent of the inconsistency.

All products and services advertised on this website are offered in compliance with New Zealand Consumer Law. You can read more about your rights here: <https://www.consumerprotection.govt.nz>

### Content Disclaimer

On this website I offer articles, blog posts and downloads. These are intended for educational purposes and to inform readers who may be interested in working with a life coach.

### Intellectual Property

All text and images on this website are copyright to me, Alice Bulmer, unless otherwise stated. No portion of this website may be copied or replicated in any form without my written consent.

I have done my best to ensure that nothing on this website infringes anyone's copyright. If you see something on the site that you think infringes copyright please contact me.

You are welcome to share blog posts or other publicly available content through social media, but you must provide a link back to this website. You may link to my home page, provided you do so in a way that is fair and legal and does not damage my reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on my part where none exists.

## Content Policy

I take care to provide valuable information, but I cannot be responsible for the use that you make of that information. Please be aware that the generalised information I provide is not a substitute for specialist advice tailored to your individual circumstances.

There is no professional relationship formed by your visit to my website, unless you explicitly choose to work with me by purchasing my services or products.

Any testimonials or results I may display on this website are based on my experience and those of my previous clients. They are not guarantees that anyone else will achieve the same results.

While I take all reasonable care to ensure that the information I provide is accurate, relevant and up to date, I make no guarantees in this regard and disclaim any legal liability for any inaccuracy, incompleteness or error. If you find something that seems problematic, it would be very helpful if you let me know!

I may modify the content provided on this website at any time, including altering it or deleting it without notice.

## Visitor Responsibilities

You are responsible for your own safety and wellbeing when browsing the internet. The information I provide in my content is general. It is not a substitute for specialised life coaching tailored to your own unique situation. Please do not take action or make major life decisions without first seeking independent, appropriately qualified professional advice specific to your individual needs.

## Downloads

This site includes some files that may be downloaded. I take every care to ensure my content is safe; however I do not take responsibility for viruses, other technologically harmful material and any other damage that might occur as a result of downloading material from this website. It is your responsibility to maintain adequate and up to date internet security.

## External Links

I include some links to external sites; however I have no control over the information provided on these sites. These links are provided solely for your information. I endeavour to ensure links are up to date; however some links may be out of date due to factors beyond my control.

## Disclaimer for Services and/or Products

The terms and conditions in this document apply to all of my services and products unless alternative terms are explicitly provided to you. I offer life coaching packages, blog posts and downloads. My intention in offering these services and products is for personal development.

## Why work with me?

I'm a creative life coach for midlife women who want to make the most of the second half of their life. I can help you explore and activate talents that you haven't used; achieve some of your dreams; gain a greater feeling of wellbeing. Whatever that looks like for you. On this website I provide articles, blog posts, downloads and links to purchase life coaching sessions. My material has been created out of more than 50 years of study and experience.

I am a qualified life coach, having trained with the Beautiful You Coaching Academy.

I have a postgraduate qualification in expressive therapies from AUT University, Auckland, New Zealand.

My articles and services are intended for adults.

I am committed to ongoing training and personal and professional development relevant to the field of life coaching.

## Consumer Responsibility

You will only gain momentum in your coaching series if you undertake agreed actions between coaching sessions. As per our initial coaching agreement, you agree to do actions set for you between sessions, and to advise me with as much notice as possible if they are not going to be completed. You will not hold me responsible for not achieving (in whole or part) any of your goals, and recognise that outside of coaching sessions your stated actions can only be carried out by yourself.

## Important Information

I am not a trained mental health professional. Life coaching is not a form of therapy or counselling. People with serious mental health conditions should seek the opinion of a trusted mental health professional before considering a life coaching series.

The life coaching series may be personally challenging and may give rise to feelings such as frustration, stress and annoyance. As your coach, I do not accept responsibility for any loss or cost incurred by you in the event of mental, physical, emotional stress or distress caused directly or indirectly in relation to your coaching series.

Before committing to a series of life coaching sessions with me, I require potential clients to fill in a pre-coaching questionnaire, and also to attend an initial complimentary session, in which we will dig deeper into the questionnaire, and find whether we're a good fit to work together. After that I will send clients a coaching agreement to sign and return. In order to benefit from coaching with me, I expect clients to do homework/tasks (agreed on during the session) in between sessions.

## Payment Terms

Payments may be made through my bookings system using Paypal. If you prefer to pay via Stripe, please email me [alice@alicebulmer.com](mailto:alice@alicebulmer.com) and I will send a Stripe invoice.

If you are in New Zealand you may pay by direct deposit to my bank account. Please email me and I will send bank details.

Security policy: When you pay via Stripe, any financial information you enter is stored under Stripe's security policy. I do not have access to your account details.

Coaching packages may be paid either in one payment upfront, due one week before the first coaching session, or in three monthly payments, due at the beginning of each month of the coaching series.

## Refund Policy

If you decide within 72 hours (three days) after the first coaching session not to continue with the coaching series, I will refund the balance of your payment to date (less the first session payment). After that, I consider that you have committed to the full coaching series.

## Delivery

Coaching sessions are delivered via the Zoom online platform. My bookings system will send you a reminder email with a link to my private Zoom room 24 hours ahead of your session.

If this is your first time using Zoom, please click the link in advance or visit [zoom.us](https://zoom.us) to download the free software to your computer or device in plenty of time before our call. Alternatively, you can download the Zoom app. Please let me know if you have any questions.

## Appointment Policies

Your session time is reserved especially for you with preparation done by me ahead of time.

Each of your coaching sessions will go for one hour.

If you are late for your appointment, please be aware that due to other appointments or commitments, it is unlikely I will be able to extend your session time. If you are going to be more than ten minutes late for your session, please let me know this with as much notice as possible.

I understand that sometimes clients may need to reschedule or cancel a session. Please give me as much notice as you can to change our usual time. If you do not email ahead, I reserve the right to forfeit the session fee.

## Dispute Resolution & Jurisdiction

If you have any concerns, issues or complaints arising out of your use of this website, my products or services, or these Terms and Conditions, you agree to communicate with me with the intention of making a genuine effort to seek a win/win solution and trying to resolve the dispute in good faith through negotiation and discussion.

Please email me at [alice@alicebulmer.com](mailto:alice@alicebulmer.com) and expect a response within 2 business days.

If the problem cannot be resolved through negotiation, I will seek professional mediation or arbitration through the New Zealand Law Society.  
<https://www.lawsociety.org.nz/about-us/what-is-the-law-society/appointment-of-mediators-and-arbitrators/>