

# Terms & Conditions

The Life Coach London · Georgiana George · Last updated: 19 April 2026

These Terms and Conditions (“Terms”) govern your use of the website **thelifecoachlondon.com** and the coaching, therapy and counselling services provided by Georgiana George, trading as **The Life Coach London** (“we”, “us”, “our”). By using the website, booking a free introductory call, or engaging our services, you agree to these Terms.

## 1. About us

**The Life Coach London** is operated by Georgiana George, an accredited life coach, therapist and NLP practitioner based in London, United Kingdom. Services are offered in person in London and online.

**Contact:** [contact@thelifecoachlondon.com](mailto:contact@thelifecoachlondon.com) · +44 (0)7768 336 557.

## 2. Nature of services

Our services include life coaching, couples therapy, individual therapy, premarital counselling, family and child counselling, and related support work. Services are intended for personal growth and wellbeing.

- Our services **do not constitute medical, psychiatric, psychological or legal advice**, and are not a substitute for diagnosis or treatment by a qualified medical or mental health professional.
- If you are experiencing a mental health crisis, please contact your GP, NHS 111, or Samaritans on 116 123.
- We do not provide emergency or crisis support between sessions.

## 3. Free introductory call

We offer a free introductory call of approximately 30 to 45 minutes for prospective clients. The purpose of this call is to understand your situation and to determine, together, whether working together is appropriate. There is no obligation to proceed beyond this call.

## 4. Bookings, fees and payment

- Session fees are agreed in advance and confirmed at the time of booking.
- Unless otherwise agreed in writing, payment is due in advance of each session or block of sessions.
- Accepted payment methods will be communicated at the time of booking.
- Fees may be reviewed periodically; any changes will be communicated in advance.

## 5. Cancellations and rescheduling

- We ask for a minimum of **48 hours’ notice** if you need to cancel or reschedule a session.

- Cancellations made with less than 48 hours' notice, or missed sessions (“no-shows”), will be charged in full.
- We reserve the right to cancel or reschedule a session in exceptional circumstances. In such cases the session will be rescheduled at no additional cost or, where preferred, refunded.

## **6. Your responsibilities**

- Provide accurate information about yourself and any relevant circumstances.
- Attend sessions on time, in a private and quiet space suitable for confidential conversation, especially for online sessions.
- Engage with the work in good faith and inform Georgiana if anything in the process is not working for you.
- Inform us of any medical, psychological or psychiatric conditions or treatments that may be relevant to your work together.

## **7. Confidentiality**

Everything discussed in sessions is treated as strictly confidential, subject only to the limited exceptions described in our Privacy Policy (risk of serious harm, legal obligation, or safeguarding of a child or vulnerable adult). Where appropriate and safe, any intention to disclose information will be discussed with you first.

## **8. Couples and family work**

- Where two or more people attend together (for example couples therapy or family counselling), all parties are considered clients jointly.
- Information shared in joint sessions is held jointly. Individual disclosures made in any one-to-one sessions will not be kept secret from the other party where doing so would compromise the integrity of the joint work; the approach to this will be discussed and agreed at the outset.

## **9. Online sessions**

Online sessions are delivered via secure video conferencing platforms. You are responsible for ensuring you have a reliable internet connection, suitable device and a private environment. Where technical issues prevent a session from taking place through no fault of either party, the session will be rescheduled.

## **10. Recordings**

Sessions are not recorded by us as standard. Where recording is appropriate (for example, for your personal reflection), this will only take place with your explicit prior written consent. You agree not to record any session without our prior written consent.

## **11. Termination**

- Either party may end the working relationship at any time. Wherever possible, we ask that this be discussed openly so the work can be brought to a considered close.

- We reserve the right to terminate the working relationship where continuing would be inappropriate, unsafe or unproductive, or where these Terms are materially breached.
- Pre-paid sessions that remain unused at the point of termination will be refunded on a pro-rata basis, except where sessions are missed without sufficient notice in line with clause 5.

## 12. Intellectual property

All content on the website — including text, design, images, logos, blog articles and frameworks — is the intellectual property of Georgiana George and is protected by applicable copyright laws. You may view and share content for personal, non-commercial purposes only. Reproduction, redistribution or commercial use is not permitted without prior written consent.

## 13. Liability

- We provide our services with reasonable skill and care.
- To the fullest extent permitted by law, our total liability arising out of or in connection with our services is limited to the fees paid by you to us in the 12 months preceding the event giving rise to the claim.
- We exclude liability for indirect, consequential or special losses, and for outcomes that depend on your own actions, decisions and circumstances.
- Nothing in these Terms limits or excludes liability that cannot lawfully be limited or excluded under English law (including liability for death or personal injury caused by negligence, or for fraud).

## 14. Complaints

If you are unhappy with any aspect of our services, please raise this with Georgiana directly in the first instance by emailing [contact@thelifecoachlondon.com](mailto:contact@thelifecoachlondon.com). We will acknowledge your concern promptly and aim to respond substantively within 14 days.

## 15. Governing law and jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes arising under or in connection with them will be subject to the exclusive jurisdiction of the courts of England and Wales.

## 16. Changes to these Terms

We may update these Terms from time to time. The latest version will always be available on the website with the date of the most recent update shown below the title. Your continued use of the website or our services after any update constitutes acceptance of the revised Terms.

## 17. Contact

**Georgiana George — The Life Coach London**

Email: [contact@thelifecoachlondon.com](mailto:contact@thelifecoachlondon.com)

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