

# Terms & Conditions

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*Before we work together — in any capacity — please read this. It isn't here to create distance between us. It's here so we're both clear on what this is, what it isn't, and how we show up. Clarity at the start makes everything that follows easier.*

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01

## Who This Applies To

These terms apply to anyone who engages with Mark Cowperthwaite Coaching in any way — whether you are visiting this website, enquiring about services, enrolled in a programme or course, attending a group session or mastermind, or receiving one-to-one coaching.

By engaging with any service offered through this website or through direct agreement with Mark Cowperthwaite, you are confirming that you have read, understood, and agreed to these terms.

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## Coaching Is Not Therapy

Coaching is a forward-focused process that supports you in gaining clarity, building self-awareness, and taking meaningful action in your life and business. It is not therapy, counselling, psychotherapy, or any form of mental health treatment.

Mark Cowperthwaite is a coach — not a therapist, doctor, or licensed mental health professional. Nothing shared in any session, programme, course, or communication should be taken as medical, psychological, financial, or legal advice.

If you are experiencing a mental health crisis, or if issues arise during our work together that require professional therapeutic support, you will be referred to the appropriate professional. It is your responsibility to seek that support.

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## Your Responsibility for Your Own Outcomes

You are the expert on your own life. Coaching works because you do the work. The results you get from any coaching engagement — whether one-to-one sessions, a group programme, a mastermind, or a self-study course — are entirely dependent on your own choices, effort, and commitment.

Mark Cowperthwaite makes no guarantees about specific outcomes, earnings, life changes, or results. Any examples or testimonials shared are illustrative only and are not a promise that you will experience the same.

You take full responsibility for any decisions you make as a result of your coaching engagement. Mark Cowperthwaite accepts no liability for those decisions or their consequences.

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## Confidentiality

What is shared within a coaching relationship is held in confidence. Mark will not disclose personal information shared in sessions to any third party, except where required by law, or where there is a genuine risk of harm to yourself or others.

If you are participating in a group programme or mastermind, confidentiality is a shared responsibility. What is shared in the group stays in the group. By joining, you agree to honour the privacy of every other participant.

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## **Payments & Refunds**

Payment terms are confirmed at the point of enrolment or agreement. All fees are due in accordance with the schedule outlined at that time.

Due to the nature of coaching and digital content, payments for programmes, courses, and masterminds are non-refundable once access has been granted or sessions have commenced, unless otherwise agreed in writing.

For one-to-one coaching packages, any unused sessions may be transferred or credited at Mark's discretion, but are not refunded.

If you have a concern about a payment, please get in touch directly and we will handle it fairly and with good faith.

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## **Cancellations & Rescheduling**

For one-to-one sessions, a minimum of 24 hours' notice is required to reschedule. Sessions cancelled with less than 24 hours' notice may be forfeited, at Mark's discretion.

Mark reserves the right to reschedule sessions in the event of illness or unforeseen circumstances. He will provide as much notice as possible and will offer an alternative time.

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## **Intellectual Property**

All content on this website — including written content, frameworks, course materials, videos, and any other resources — is the intellectual property of Mark Cowperthwaite and may not be copied, shared, reproduced, or resold without written permission.

This includes the frameworks, models, and tools shared within any paid programme or course. You are welcome to apply these in your own life and work. You are not permitted to teach, repackage, or commercialise them.

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## **Website Use & Disclaimer**

The content on this website is for informational and educational purposes only. While every effort is made to ensure it is accurate and helpful, Mark Cowperthwaite accepts no liability for any errors, omissions, or outcomes arising from the use of information found here.

Links to external websites are provided for convenience only. Mark Cowperthwaite is not responsible for the content or practices of any third-party site.

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## **Privacy & Data**

Any personal information you share — through this website, by email, or as part of a coaching engagement — is handled with care and used only for the purpose it was given. Your data will never be sold to third parties.

For full details on how your data is collected and stored, please refer to the Privacy Policy on this website.

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## **Changes to These Terms**

These terms may be updated from time to time. The most current version will always be available on this page. Continued use of this website or engagement with any coaching service constitutes your acceptance of the current terms.

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Questions about any of the above? Reach out directly at [markcowperthwaite.co.uk](https://markcowperthwaite.co.uk) — everything here is written in good faith and can be discussed openly.

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