

TERMS & CONDITIONS

Let's step out of the cloud and into your next chapter

These Terms & Conditions ("Terms") govern your access to and use of the website www.cloudytoclarity.co.uk ("Cloudy to Clarity") and any coaching services ("Services") provided by Cloudy to Clarity ("Coach", "I", "me", or "my"). By accessing the Website, booking a session, purchasing any Services, or otherwise engaging with me, you ("Client", "you") agree to be bound by these Terms. If you do not agree, do not use the Website or Services.

1. NATURE OF SERVICES

I provide personal coaching focused on helping individuals rethinking their relationship with alcohol explore their relationship with and eliminate alcohol through mindset shifts, habit change, lifestyle support, and wellbeing strategies. Coaching is not therapy, counseling, medical treatment, psychiatric care, addiction medicine, detoxification, or rehabilitation.

2. IMPORTANT DISCLAIMER – NOT MEDICAL OR THERAPEUTIC ADVICE

I am not a doctor, psychologist, psychiatrist, licensed therapist, addiction specialist, or healthcare professional. The Services are not intended to diagnose, treat, cure, or prevent any medical or mental health condition, including alcohol use disorder, dependency, withdrawal, or any related physical or psychological issue.

If you are physically dependent on alcohol, experiencing withdrawal symptoms, have a diagnosed alcohol use disorder, or have any mental health or medical condition, you must consult (and continue to work with) an appropriately qualified medical doctor, addiction specialist, or licensed mental health professional. Coaching is not a substitute for professional medical care, therapy, treatment programs (including inpatient/outpatient rehab), support groups (AA, SMART Recovery, etc.), or emergency services.

You are solely responsible for your physical and mental health decisions, including whether and when to seek medical help, reduce drinking, or stop drinking completely.

3. NO GUARANTEE OF RESULTS

Outcomes from coaching vary widely between individuals. I do not guarantee any specific result (e.g., number of alcohol-free days, permanent reduction in drinking, improved wellbeing, weight loss, career success, or any other outcome). Success depends on many factors outside my control, including your effort, consistency, life circumstances, and underlying health.

4. CLIENT RESPONSIBILITIES

- You confirm you are 18 years or older (or have appropriate legal guardian consent if under 18 in your jurisdiction).
- You will provide accurate information during intake and sessions.
- You will attend scheduled sessions on time (or give at least 24 hours' notice for cancellations/rescheduling).
- You agree to take full responsibility for your choices, actions, and wellbeing between sessions.

5. SESSION & PAYMENT TERMS

- Fees, package details, payment methods, and refund/cancellation policies are stated on the Website or in the booking confirmation.
- Payments are non-refundable except as explicitly stated in the specific package terms.
- Late cancellation/no-show may result in forfeiture of the session (no refund or credit).
- Services may be paused or terminated if payments are not received.

6. CONFIDENTIALITY

I treat all information shared in coaching as confidential and will not disclose it except: (a) as required by law, (b) if there is serious risk of harm to you or others, or (c) with your explicit permission.

7. INTELLECTUAL PROPERTY

All materials, worksheets, recordings (if provided), and content shared during coaching remain my intellectual property. You may use them personally but may not reproduce, distribute, sell, or use them commercially without written permission.

8. LIMITATION OF LIABILITY

To the maximum extent permitted by law, I am not liable for any direct, indirect, incidental, consequential, special, or punitive damages arising from your use of the Website or Services, including (but not limited to) health outcomes, financial loss, emotional distress, or any decision you make related to alcohol use.

9. TERMINATION

I reserve the right to refuse or terminate Services at any time if I believe it is not safe, appropriate, or beneficial to continue (including if medical intervention appears necessary). In such cases, I will provide reasonable notice where possible and may offer referrals to other resources.

10. GOVERNING LAW

These Terms are governed by the laws of England and Wales, without regard to conflict of law principles.

11. CHANGES TO TERMS

I may update these Terms from time to time. The current version will be posted on the Website. Continued use of the Services after changes constitutes acceptance.



QUESTIONS?

If you have questions about these Terms, please contact me at cloudytoclarity@hotmail.com before booking or purchasing any Services.



By engaging with my Website or Services, you acknowledge that you have read, understood, and agree to these Terms and the important health & medical disclaimers above.

Thank you for trusting me to support you on your journey.

