STOP Fearing Fear®

Personal Coaching — Supplementary Terms

STOP Fearing Fear® Services Ltd | Version 1.0 | Effective date: 23 November 2026

These service-specific terms must be read with the Company-wide Terms and Conditions and the individual booking confirmation.

1. Relationship to the master terms

These Personal Coaching Supplementary Terms supplement the STOP Fearing Fear® Services Ltd Company-wide Terms and Conditions (the "Master Terms"), version 1.0 dated 23 November 2026. Together with the accepted booking confirmation they govern Personal Coaching. Where these supplementary terms conflict with the Master Terms, these terms take priority for Personal Coaching only, subject to mandatory law.

2. Service status and boundaries

STOP Fearing Fear® is an original, practice-developed, evidence-informed Stage Two Preventive Mental Health Education framework. Personal Coaching develops practical behavioural and metacognitive capability, including earlier self-intervention or supported early intervention. It is not an emergency or crisis-response service, a clinical assessment, diagnosis or a substitute for psychiatric or other specialist treatment where required. No particular clinical or personal outcome is guaranteed.

3. Programme structure

This schedule covers personal coaching, including the Company's four-session programme where agreed. The specific session count, duration, delivery format, objectives, price and any between-session support must be recorded in the booking confirmation. A four-session programme does not automatically include further blocks or ongoing contact.

Outdoor Walk & Talk sessions are not a standard or guaranteed component of Personal Coaching. The practitioner may offer a Walk & Talk session solely at their discretion, where appropriate and practical, having regard to session duration, travel, educational quality, individual suitability, weather and outdoor safety. Any such arrangement must be agreed in advance and is subject to the Walk & Talk Outdoor Participation Agreement and applicable safety requirements. A client has no automatic entitlement to substitute an agreed coaching session with a Walk & Talk session.

4. Educational and applied approach

Coaching combines education with application to the client's own decisions, behaviour, pressure and circumstances. It is intended to build practical capability rather than provide diagnosis, psychotherapy or guaranteed personal outcomes. Where clinical or specialist help is appropriate, the client may be signposted to it.

5. Scheduling and attendance

Session dates and durations are agreed individually. Before a booking is accepted, the written confirmation will specify the notice required for rearrangement, treatment of missed appointments, any programme completion deadline and whether online sessions may replace in-person delivery. These arrangements must be fair and disclosed before the contract is formed. A requested change is not confirmed until accepted in writing.

6. Fees, programme changes and refunds

The agreed package price, any instalments and the services included will be clear before booking. Payment for a session must be received before that session begins, unless a different schedule has been expressly agreed in writing. If the client ends a programme early, payment for services already provided and any refund for undelivered services will be determined under the agreed booking terms and applicable consumer law. No automatic forfeiture of all advance payments applies.

7. Client participation and boundaries

The client remains responsible for their own choices and for providing relevant information. The practitioner may set reasonable contact, conduct and safeguarding boundaries. Contact between sessions, written resources and progress reviews are included only if specified in the confirmation.

8. Privacy and safeguarding

Coaching discussions are treated confidentially subject to the limits described in the Master Terms. Any assessment tools or reflective materials must be explained in terms of purpose, access and data handling; they must not be presented as clinical diagnosis.

9. Booking, price and payment

The service, number and duration of sessions, fees, any expenses, payment dates and location or online delivery format will be recorded in the written booking confirmation. The Company is not currently VAT registered. A contract is formed when the Company accepts the booking in writing, consistent with the Master Terms. Any deposit or instalment arrangement must be agreed before the contract is formed. Unless otherwise agreed in writing, payment is due before each session begins.

10. Consumer statutory rights

Consumer statutory rights remain unaffected. Eligible distance or off-premises bookings generally carry a 14-day cancellation right, subject to applicable legal exceptions. If the client wants any coaching session to begin within that period, the Company will obtain the separate express early-start request and any required acknowledgement using Appendix B of the Master Terms or an equivalent affirmative written record. Where legally permitted, a client who cancels after an expressly requested early start may owe a proportionate amount for services already supplied. The Master Terms explain these rights and provide an optional cancellation form.

11. Confidentiality and data protection

Personal information is handled under applicable UK data-protection law, the website Privacy Policy (https://stopfearingfear.com/privacy/) and the separate client Privacy & Confidentiality Notice provided during intake. Confidentiality has lawful limits, including necessary disclosures for safeguarding, serious risk or legal obligations. Coaching records and reflective materials will be used, retained and shared only on a lawful and explained basis.

12. Liability and complaints

The Company will provide services with reasonable care and skill. Nothing in these terms excludes or restricts liability for death or personal injury caused by negligence, fraud, or any consumer right or liability that cannot lawfully be excluded or restricted. Complaints can be sent to contact@stopfearingfear.com and will be handled under the Master Terms.

13. Intellectual property

STOP Fearing Fear® and the associated registered trademarks are owned personally by Paul Martin. Copyright and other rights in methods as expressed in original materials, diagrams, course content and resources remain with their respective lawful owners, including Paul Martin and STOP Fearing Fear Services Ltd as applicable. A client may use supplied materials for their own personal learning only. No recording, reproduction for others, redistribution, adaptation, sublicensing or commercial training of others is permitted without prior written permission, except where law permits.