Personal Intervention & Walk & Talk — Supplementary Terms

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

1. Relationship to the master terms

These supplementary terms accompany the STOP Fearing Fear® Services Ltd Company-wide Terms and Conditions dated 23 November 2026 (the "Master Terms"). Together, they apply when provided and incorporated into a confirmed booking. If they conflict, these supplementary terms take precedence for this service only, subject to mandatory law and consumer rights.

2. Service status and boundaries

STOP Fearing Fear® is an original, practice-developed, evidence-informed Stage Two Preventive Mental Health Education framework. Personal Intervention combines education with practical, non-clinical application to the client's circumstances, behaviour and decisions. It aims to develop earlier self-intervention capability or supported early intervention. It is not psychiatric assessment, diagnosis, emergency response or a substitute for appropriate clinical treatment. No particular clinical or personal outcome is guaranteed.

3. Scope and eligibility

These terms cover agreed one-to-one Personal Intervention and Walk & Talk sessions. The Company currently offers this personal outdoor intervention service to adult men. Eligibility and suitability are assessed individually before a booking is accepted, subject to applicable law. The format, meeting point and any specific access needs will be agreed in advance. The practitioner may recommend a different service or decline a booking where the service is not appropriate or cannot reasonably and safely be delivered.

4. Session arrangements

The written booking confirmation will identify the service, duration, meeting location or platform, fee, preparation requirements and any other agreed arrangements. Current indicative Walk & Talk offers include two hours at £125 and four hours at £350; only the price confirmed for the individual booking is binding. Walk & Talk may involve walking, stopping and discussion. The practitioner may alter a route, pause, end, relocate or postpone a session where safety or suitability requires it; any alternative delivery format must be agreed with the client. Changes and refunds are handled under section 7 and applicable law.

5. Outdoor safety and participant duties

Outdoor sessions carry inherent risks from terrain, weather, footing, traffic, other users and changing conditions. The Company will undertake proportionate risk assessment and take reasonable precautions, but cannot eliminate every risk. The client must complete the required intake and outdoor participation documentation, provide accurate relevant information, disclose material changes affecting safe participation, bring suitable clothing and footwear, and follow reasonable safety instructions. Emergency contact details and relevant arrangements must be established before the session. Information requested for safety will be limited to what is reasonably necessary and handled under section 11.

6. Safeguarding and risk escalation

The practitioner may pause or end a session, or contact emergency, health or safeguarding services where reasonably justified by an immediate or serious safety concern. Confidentiality may be limited where lawful and necessary to protect the client or others. The service is not a crisis or emergency response service. In an immediate emergency call 999; for urgent health advice in England contact NHS 111 or an appropriate clinical service.

7. Cancellation, lateness and weather

The notice required to cancel or rearrange a session, treatment of lateness or missed appointments, and any fair cancellation charge will be explained and agreed in writing before the client is bound. These terms do not impose an automatic fixed cancellation penalty. Any charge must reflect legitimate losses, taking account of avoided costs and reasonable opportunities to rebook, and remains subject to statutory rights. If weather, route conditions, practitioner illness or other safety factors prevent delivery, the Company will offer an appropriate rearrangement or another alternative agreed with the client. If an appropriate alternative is not agreed, refunds for undelivered services will follow the Master Terms and applicable law. A proposed change is not confirmed until agreed.

8. Client forms and informed consent

Before participating, the client must complete the applicable intake, personal safety and support, Personal Intervention agreement and informed consent, Walk & Talk outdoor participation, and privacy/confidentiality documentation supplied by the Company. The practitioner will explain the relevant service boundaries, foreseeable outdoor risks and lawful limits of confidentiality. Completion of a form does not waive any right that cannot legally be waived. Where a service begins within an applicable 14-day statutory cancellation period, any separate express early-start request and acknowledgement required by law will also be obtained.

9. Booking, price and payment

A contract is formed as provided in the Master Terms, when the Company accepts the booking in writing or the parties sign an applicable service agreement. The agreed fee and any expenses will be confirmed before booking. Personal Intervention and Walk & Talk sessions are payable before the session begins unless an alternative arrangement has been expressly agreed in writing. The Company is not currently registered for VAT and does not add VAT to these fees. If VAT treatment changes, the price and tax treatment will be disclosed before a new booking is accepted.

10. Consumer statutory rights

Consumer rights under the Consumer Rights Act 2015 and other applicable law remain unaffected. Eligible distance or off-premises service bookings may carry a statutory 14-day cancellation right. If the client expressly requests that a service begin during that period, the Company will obtain the legally required request and acknowledgement, and explain any lawful proportionate charge if the client then cancels. The statutory cancellation right may end after full performance only where the required legal conditions are met. The Master Terms and their cancellation appendix provide further information; contractual cancellation arrangements cannot override statutory rights.

11. Confidentiality and data protection

Personal information, including relevant health and safety information, will be handled in accordance with applicable UK data-protection law, the Company website Privacy Policy (https://stopfearingfear.com/privacy/) and the separate client Privacy & Confidentiality Notice supplied for this service. Information is treated confidentially, subject to necessary and lawful disclosure for serious safety risks, safeguarding, legal obligations or valid legal process. The Company does not promise absolute confidentiality, and will explain any disclosure where safe and appropriate.

12. Liability and complaints

The Company will deliver services with reasonable care and skill. Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or other liability that cannot lawfully be excluded; consumer statutory remedies remain available. Participants are expected to follow reasonable instructions, but no provision transfers the Company's legal responsibilities to a client. Complaints may be sent to contact@stopfearingfear.com and will be handled under the Master Terms.

13. Intellectual property

STOP Fearing Fear®, associated registered trademarks, methods, educational models, diagrams and resources remain owned by their respective rights holders, including trademarks owned personally by Paul Martin and material owned or lawfully used by STOP Fearing Fear Services Ltd. Booking or paying for a service does not transfer ownership. Any supplied materials are provided for the client's own agreed personal educational use. Recording, reproduction, distribution, sublicensing, publication, commercial adaptation or training others from those materials requires prior written authorisation, except to the extent permitted by law.

Company identification and contact

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