



Terms and conditions

Website Terms of Use & Mediation & Coaching Services

Effective from: Jan 2024

Business Name: Vanessa Reed (trading as VR Mediation)

Registered Office: Emsworth, West Sussex.

Email: vanessa@vrmediation.co.uk

1. Introduction

Welcome to Vanessa Reed, Mediator & Coach. This website is operated by Vanessa Reed. By using this website or engaging in any services provided by Vanessa Reed, you agree to the following Terms and Conditions. These apply whether you are accessing free content, enrolling in a paid programme, or entering a coaching relationship.

If you do not agree with any part of these terms, please refrain from using the website or purchasing services.

2. Mediation & Coaching Services Overview

Vanessa Reed offers mindset coaching – both life coaching and performance coaching in the workplace, along with mediation services for workplace, community and commercial disputes. A blend of coaching and mentoring is offered deemed beneficial and relevant. Services provided are in-person and online. Vanessa also delivers corporate full and half day 'Conflict Management' workshops on site.

You may enter into a bespoke coaching agreement with Vanessa Reed as part of a specific programme or package.

3. Session Formats and Locations

Coaching sessions may be delivered:

- Walking & Coaching in nature, West Sussex and Hampshire
- On-site at your office if workplace coaching
- In-person at home office in Emsworth
- Online via Teams, Zoom, WhatsApp Video

Mediation may be delivered:

- Workplace if relevant
- Neutral venue for other mediations, commercial/community

- Online via Zoom

Session formats will be agreed with you in advance and confirmed as part of your coaching programme or mediation agreement.

4. Payment Terms

- All fees are invoiced by VR Mediation
 - Coaching invoices and are payable in advance.
 - Mediation invoices are payable in advance for community and commercial
 - Workplace mediation invoices are agreed at time of engagement in line with company payment terms
 - Payments are accepted via BACS transfer.
 - A place on any coaching programme is only confirmed upon receipt of payment.

5. Cancellations and Session Validity

Vanessa operates a clear and firm cancellation policy:

Coaching:

- A minimum of 24 hours' notice is required for session cancellations.
- Late cancellations (under 24 hours) or no-shows are charged in full.
- Sessions will be forfeited if the client is more than 15 minutes late without contact.
- For clients on a six-session (or more) programme, one short-notice cancellation due to illness will be permitted without charge.

All sessions must be used within 4 months of your programme end date. For example, a 12-month programme must be completed within 16 months of the start date. After this period, any unused sessions will be void and non-refundable.

Mediation:

- A minimum of 48 hours' notice is required for session cancellations
- Late cancellations (under 24 hours) will be charged at 50% of fees.
- If engagement for mediation exceeds a 1-hour consultation, 10-20% charge will be made subject to time spent, liaising with all parties for onboarding. This fee will be deducted from total invoice should the mediation then go ahead.

6. Between-Session Support (Coaching).

You may contact Vanessa via WhatsApp for occasional check-ins or to share wins. Please keep messages within 8am–8pm and note that responses will be made according to Vanessa's availability.

This support is optional and informal, and not a substitute for scheduled sessions.

7. Responsibility and Results

Coaching is a powerful but collaborative process. Vanessa will offer insight, structure, and tools—but real change comes from your commitment and action.

By engaging in coaching, you acknowledge that:

- You are responsible for your own decisions, behaviours, and outcomes
- Vanessa cannot guarantee specific results or timelines
- The value of the coaching process depends on your participation

8. Termination

Either party may end the coaching relationship at any time. If Angela deems coaching no longer appropriate, she may terminate the agreement with integrity and professionalism.

Unused sessions may be refunded at the discretion of Vanessa Reed, minus any delivered sessions or non-refundable components.

9. Disclaimer and Liability

Vanessa Reed is a qualified Mindset & Career Coach and Mediator. She does not offer crisis mental health services, medical advice, or clinical diagnosis.

You agree that:

- You take full responsibility for actions taken before, during, or after coaching
- Vanessa Reed is not liable for any direct or indirect outcomes resulting from coaching
- Coaching is not a substitute for medical, legal, or financial advice

10. Intellectual Property

All tools, templates, resources, and programme materials remain the intellectual property of Vanessa Reed. They may not be copied, redistributed, or reproduced without express written permission.

11. Website Usage

By using this website, you agree not to:

- Use it for unlawful, harmful, or misleading purposes
- Attempt to access restricted areas or breach security
- Copy or share content without attribution or permission

We may update website content, policies, or services without notice.

12. Privacy and Data Protection

Your privacy is important to us. Please refer to our Privacy Policy for details on how we process and store your data under UK GDPR.

13. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be handled through the appropriate legal channels in the UK.

14. Contact Us

If you have any questions about these Terms and Conditions, please contact:

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