

General Terms & Conditions

Janene Liston Coaching & Consulting (i.e. the Coach) provides coaching and consulting services businesses. These services include, but are not limited to, articles, guides, tools, workshops, coaching, consulting, and programs. The focus areas are pricing, marketing, communication, business strategy, and leadership.

Payment Terms

Online Offers: Payment for all online offerings, including workshops, challenges, and programs, is required in advance. Each purchase is valid for one individual participant only.

Coaching & Consulting: Payment terms for coaching and consulting services are governed by the specific offer terms and contract entered into between the Client and the Coach.

Coaching Program Cancellation Policy

Coaching Programs: The Client may terminate the coaching agreement at any time by providing a written notice at least two weeks in advance. Fees already paid are non-refundable partial refunds are at the full discretion of the Coach. Cancellation notices must be sent via email and you will receive a confirmation from the Coach.

Workshops & Consulting: Specific cancellation and refund policies are detailed in the individual contract or offer description.

Coaching Make Up Sessions & No Shows (coaching programs)

One-to-One Sessions: Refer to our contract for terms.

Group Programs: Make-up sessions are not available for group programs such as online programs and group coaching. No refunds or make-up sessions will be provided for no-shows.

Refund Policy

General: Refunds are not provided for changes of mind. Purchases are non-transferable and non-assignable without prior written consent from the Coach.

Workshops: Refund terms are outlined in the specific offer or contract.

Online Programs: Refund requests for cancellations must be made within 14 days of purchase. The request must include a valid reason acceptable to the Coach. The Client may be required to provide evidence of participation. If a refund is granted, a 15% administrative fee and the cost of any used sessions or products will be deducted. Refunds, if approved, will be issued through the original payment method.

One-to-One Coaching: Refer to the individual contract terms.

Minimum Participants (for Courses)

If a course fails to meet the minimum participant requirement, the Coach reserves the right to cancel the course with at least 48 hours' notice. A full refund will be issued to paid participants in such cases.

Marketing

The Coach reserves the right to use photos, videos, and feedback testimonials from courses and programs for marketing purposes, including on the website. Participants may opt out by notifying the Coach via email in advance.

Limitation of Liability

The services provided are intended for educational and coaching purposes only. The Client assumes all risks associated with these services and releases the Coach from any liability for outcomes resulting from the use of the Coach's advice. The Coach makes no guarantees regarding specific results or outcomes. In the event of Force Majeure (e.g., natural disasters, political unrest, pandemics), the Coach may cancel or postpone sessions or events. Fees paid will be credited for future sessions or refunded in case of cancellation, but the Client shall not hold the Coach liable for such changes.

Disclaimer

The Coach may share anonymized client experiences and insights for educational or consultation purposes. While the Coach strives to provide error-free materials, no warranties are given regarding the absence of defects. Should an issue arise, the Client should notify the Coach in writing, and the Coach will take appropriate action.

Confidentiality

All information shared by the Client during the business relationship will be treated as confidential. The Coach will not disclose this information to third parties without the Client's written consent, except where required by law. The Client may, at any time, choose not to discuss specific issues, and the Coach will respect this boundary.

Use of Services and Intellectual Property

The Client agrees not to reproduce, sell, or exploit any portion of the coaching program or materials for commercial purposes. The Coach's materials are provided under a single-user license for personal use only. Unauthorized sharing, copying, or distribution of materials is prohibited. All intellectual property remains the sole property of the Coach. Blog content may be reprinted with proper credit to Janene Liston and jananeliston.com.

All recordings of online sessions (coaching sessions, webinars, masterclasses, workshops etc...) are the exclusive intellectual property of Janene Liston Coaching & Consulting. These recordings may be provided for the Client's personal use only and may not be reproduced, distributed, shared, or used for commercial purposes without the express written consent of the Coach. Unauthorized use or distribution of these recordings is strictly prohibited.

Changes to Terms and Conditions

These Terms and Conditions apply to all services (unless otherwise noted) and are subject to change at the discretion of Janene Liston Coaching & Consulting. Please print out a copy for your records.

Legal Jurisdiction

In the event of a dispute between the Parties, they shall first attempt to resolve the matter amicably through good-faith negotiations. If these efforts do not lead to a resolution, the dispute shall be submitted to arbitration, with the decision being final and binding, in accordance with the Swiss Mediation Rules in effect at the time of submission. The costs of arbitration will be shared equally by both Parties.

The competent jurisdiction is Basel, Switzerland, and the language for all proceedings and correspondence will be English.