



Fuel your well-being with

Five2Thrive

five2thrive.co.uk



What are Terms & Conditions?

Terms & Conditions are a set of legally binding rules that define the relationship between Five2Thrive and its clients. They specify the rights, responsibilities, and obligations of both parties regarding our life coaching, Reiki, hypnotherapy, mindfulness, and positive psychology services. This includes provisions on bookings, payments, cancellations, confidentiality, liability, intellectual property, and data protection, ensuring clarity,

transparency, and mutual security, last updated on April 15, 2025.

In brief

A quick overview of our Terms & Conditions

- A concise overview of your rights and responsibilities:
- Our life coaching, Reiki, hypnotherapy, mindfulness and positive psychology services are governed by these Terms & Conditions.
- Bookings are confirmed upon receipt of payment.
- You may cancel or reschedule a session up to 48 hours before the scheduled time for a full refund. Late cancellations may incur additional fees.
- We are not medical professionals and do not diagnose or treat medical conditions.
- We respect your confidentiality and adhere to our Privacy Policy.

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Psychologist | Life Coach | Mindfulness Teacher | Hypnotherapist | Energy Healer

paul@five2thrive.co.uk | +44(0) 7946327127 | 41 Muscovy House, 8 Auckland Street, London SE11 5AB



The British
Psychological Society
Promoting excellence in psychology



UK College of
Clinical Hypnosis
LONDON





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1. Definition & interpretation

- Five2Thrive is the provider of the Services.
- Services: Any coaching, Reiki energy healing, hypnotherapy, mindfulness teaching or positive psychology offerings detailed on our website.
- Client/You: The individual receiving or booking the Services.
- Session: A scheduled appointment delivered in person or online.

Unless the context requires otherwise, singular includes plural and vice versa.

2. Scope of services

1. Life Coaching: One-to-one or group sessions focusing on personal development.
2. Reiki Energy Healing: Hands-on or distance Reiki sessions.
3. Hypnotherapy: Guided hypnotherapy delivered in person or via secure video link.
4. Mindfulness Teaching: Group or individual mindfulness and meditation classes.
5. Positive Psychology: Workshops and tools to foster well-being.

All Services are provided for educational and personal development purposes only and should not be used as a substitute for medical or mental health treatment.

3. Booking and payments

- Booking is confirmed once payment is received in full via Stripe or PayPal.
- Fees for each Service are listed on www.five2thrive.co.uk and may be updated with notice.
- Prices exclude VAT (where applicable), payable by the Client.
- You may be asked to complete a pre-session questionnaire to personalise your experience.

4. Cancellation & refund policy

Under UK GDPR, we rely on the following:

- Contractual necessity: fulfilling agreements (e.g. coaching sessions).
- Consent: marketing emails and newsletters, cookie consent.
- Legitimate interests: improving our services, fraud prevention, and security.
- Legal obligation: record-keeping for tax and audit.

5. Client obligations

- Arrive on time for in-person Sessions and be punctual for online meetings.
- Ensure a private, distraction-free environment for online Sessions.





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- Provide truthful and accurate information in any form or questionnaire.
- Notify Five2Thrive promptly of any changes affecting your ability to participate.

6. Confidentiality & data protection

- Our Privacy Policy handles all personal information.
- Session notes and data are kept confidential and stored securely.
- We will not disclose your information without your consent, unless required by law.

7. Intellectual property

- All materials, worksheets, recordings and methodologies remain the intellectual property of Five2Thrive.
- Clients are granted a limited, non-exclusive licence to use materials for personal, non-commercial purposes.
- You may not reproduce, distribute or share our content without written permission.

8. Limitation of liability

- To the fullest extent permitted by law, Five2Thrive's liability for any claim arising out of or in connection with the Services is limited to the fees paid by the Client for the affected Service.
- We shall not be liable for indirect, special or consequential losses (including loss of profits).

9. Disclaimer

- Services are not medical or psychological treatment and do not replace professional healthcare.
- Individuals with medical or mental health conditions should consult a qualified professional for guidance.
- Five2Thrive makes no guarantees regarding outcomes or results.

10. Governing law & jurisdiction

These Terms & Conditions are governed by and construed by the laws of England & Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

11. Changes to these terms and conditions

We reserve the right to update these Terms and Conditions from time to time. The last updated date above will indicate the current version. Archived versions are available on request.





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12. Contact us

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41 Muscovy House,

8 Auckland Street,

London SE11 8AB

Email: paul@five2thrive.co.uk

Phone: +44 7946327127

Thank you for choosing Five2Thrive. We look forward to supporting your journey.

