

1. Introduction

These Terms and Conditions govern the provision of coaching services offered by Optima Solutions ("we", "us", "our") to any individual or organisation ("you", "your", "client"). By engaging in or accessing our coaching services, you acknowledge that you have read, understood, and agreed to be bound by these terms.

2. Description of Services

Optima Solutions offers professional coaching services designed to support personal, leadership, career, and holistic wellbeing development. Sessions may be delivered in person, online, via telephone, or through a hybrid format. All services are facilitated by qualified coaches using evidence-informed psychological, organisational, and human-centred approaches.

3. Subscription Program Terms

Where coaching is delivered as part of a subscription-based program, the following applies:

- A minimum commitment of two (2) months is required.
- Subscription billing occurs monthly in advance.
- You may cancel your subscription after the two-month minimum, with at least 7 days' written notice prior to your next billing date.
- Early termination does not qualify for refunds of unused sessions.

4. Client Commitments

To gain the most value from coaching, you agree to:

- Attend all scheduled sessions on time.
- Provide at least 48 hours' notice for any cancellations or rescheduling.
- Complete any agreed-upon actions, activities, or reflections.
- Communicate honestly and engage fully in the process.

5. Fees and Payment

- Fees are stated at the time of booking or program enrolment.

- Payment must be made in full prior to the commencement of services or according to the agreed subscription plan.
- Missed or late payments may result in suspension of services.
- Prices may be subject to change with appropriate notice.

6. Cancellation and Rescheduling Policy

Cancellations made with less than 48 hours' notice may result in the session being forfeited. Sessions must be used within the timeframe of the coaching package or subscription term and cannot be transferred or extended unless agreed in writing.

7. Confidentiality and Data Storage

All information shared within coaching sessions remains confidential, except:

- Where required by law (e.g. risk of harm, court order).
- Where you provide written consent for disclosure.

We take data security seriously. All personal information and coaching notes are stored securely using Cryptoloc technology - a blockchain-based, triple-encrypted platform to ensure client confidentiality and data integrity.

8. Nature of Coaching and Limitations

Coaching is a collaborative, goal-oriented process that supports change and personal growth. It is not a substitute for medical, psychological, or therapeutic treatment. Clients are encouraged to seek qualified support for issues outside the coaching scope.

We do not make guarantees regarding specific outcomes, as progress depends on a range of factors including individual engagement and effort.

9. Intellectual Property

All materials, frameworks, tools, and resources shared in the course of coaching are the intellectual property

of Optima Solutions and may not be shared, duplicated, or used commercially without prior written consent.

10. Dispute Resolution

In the event of a disagreement or dispute, both parties agree to first engage in a good-faith attempt to resolve the matter through open communication or mediation. Legal remedies may be sought only if informal resolution efforts are unsuccessful.

11. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Queensland, Australia. Any disputes will be handled under the jurisdiction of Queensland courts.

12. Acceptance of Terms

By engaging in any coaching service or program through Optima Solutions, you confirm your understanding and acceptance of these Terms and Conditions in full.