

Terms and Conditions – Camino Coaching with Nancy

When you agree to participate in Camino Coaching (herein referred to as “Coaching”) your agreement is with Nancy Reynolds (also referred to as "Coach") of Rohnert Park, California, USA, who will be conducting private coaching sessions to assist you (also referred to as "Client") with preparing to walk the Camino de Santiago.

METHODOLOGY

Client and Coach will establish goals for Coaching using the Registration Form, which follows these Terms and Conditions, and Session #1.

The content of subsequent sessions will be determined by the needs of the Client.

Coaching sessions will be held via Zoom or telephone call.

AVAILABILITY AND SCHEDULE

Coaching sessions can be scheduled Monday through Saturday, 8:00am to 6:00pm, California, USA, time. Some exceptions apply.

Each coaching session will be up to one, two, or three hours in length, as agreed in advance.

Sessions must be scheduled at least one week in advance and not more than four weeks in advance.

Sessions must be scheduled and used within six months of the initial payment.

FEES AND PAYMENTS

Coaching sessions are available according to the following fee schedule:

US \$75 per hour, minimum three hours

Fees must be paid in advance of the first session.

Payments are made online using Stripe. Nancy will send a link for you to make the payment once you submit your Registration Form.

For payments originating in currencies other than US dollars, current currency exchange rates will apply, as assigned by your bank. In addition, Stripe and your bank may charge additional fees for the foreign currency transaction. These fees (typically 1- 3% of the transaction) are assumed by the Client and are not deducted from your Coaching fee.

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CANCELLATION AND RESCHEDULE POLICY

If you need to reschedule your coaching session, please provide at least 24 hours advance notice. “No-shows” and cancellations made on the same day as the scheduled session will result in a forfeit equal to a one-hour session.

TERMINATION & REFUND POLICY

The Client may terminate the coaching relationship at any time with a written notice via email.

Initial three sessions

If the coaching relationship is terminated before the first session begins, the Client may receive a refund of the fee paid less a \$25 administrative fee.

Once the first session has begun, there are no refunds for the initial three sessions.

Subsequent sessions

For sessions paid for and scheduled after the initial three hours, you may cancel with a 24-hour notice as noted above and reschedule or request a refund. Single hour cancellations will be refunded equal to the fee paid less a \$15 administrative fee.

If a refund is due, it will be made within 30 days from termination, using the same payment method used to make the initial payment. Refunds may incur additional bank fees.

CONFIDENTIALITY

All Coaching conversations will be kept confidential.

DIGITAL PRODUCTS USE

As part of the Coaching process, Nancy may provide digital products, such as videos, audio files, and PDFs, to assist with your planning and preparations for your pilgrimage on the Camino de Santiago.

Digital Products are for personal use only. You are granted one (1) non-transferable, non-sublicensable, non-exclusive license to use these digital products. You agree not to copy, reproduce, redistribute, alter, modify, share with third-party, display the content publicly, or create derivative works of the digital products provided with your Coaching.

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DISCLAIMER

All information provided during coaching sessions, and the content of all video, audio, and print materials are based on Nancy's experience, knowledge, and research as a regular and frequent pilgrim and guide on the Camino Francés.

You take all information and advice at your own risk and are expected to exercise common sense in planning and executing your Camino walk.

Due to the nature of this material, details are subject to change over time. Neither Nancy Reynolds nor The Camino Experience is responsible for differences in quoted and actual prices, changes in availability of services and accommodations, the continued existence of businesses, sights, and food options, or the individual experiences of the Client.

Neither Nancy Reynolds nor The Camino Experience make any guarantee that you will attain a particular result using the ideas and information presented in your Coaching sessions or the digital products provided with your Coaching sessions.

IF YOU HAVE ANY QUESTIONS REGARDING THESE TERMS & CONDITIONS, PLEASE ASK THEM BEFORE SUBMITTING YOUR PAYMENT.