



OAK AND OLIVE TERMS & CONDITIONS

"I am clear, aligned, and moving forward"

Terms & Conditions

Oak & Olive Coaching

These Terms & Conditions govern your use of the Oak & Olive Coaching website and services. They should be read alongside our **Coaching Agreement** and **Privacy Policy**. By accessing our website, booking services, or making a payment, you agree to these Terms & Conditions.

1. About Our Services

Oak & Olive Coaching provides professional coaching services designed to support clarity, alignment, personal growth, and leadership development.

Coaching is **not counselling, therapy, medical, legal, or financial advice**, and does not replace professional services from qualified practitioners in those fields.

2. Use of Website

You agree to use this website for lawful purposes only. Content on this site is provided for general information and may change without notice.

We reserve the right to update, modify, or remove content or services at any time.

3. Eligibility

By engaging our services, you confirm that you are at least **18 years of age** and legally able to enter into a binding agreement under New Zealand law.

4. Bookings & Payments

- All services are priced in **New Zealand Dollars (NZD)** unless otherwise stated
- Payment is required before services commence, unless otherwise agreed
- Where payment plans or instalments are offered, you agree to all scheduled payments
- Payments are processed securely through third-party providers

Failure to complete payments may result in suspension or cancellation of services.

5. Cancellations & Refunds

Due to the personalised nature of coaching services, **refunds are not provided once coaching has commenced**, except where required under the **Consumer Guarantees Act 1993**.

Session cancellations or rescheduling require reasonable notice. Missed sessions without notice may be counted as delivered.

Nothing in these Terms limits your rights under New Zealand consumer law.

6. Coaching Relationship & Responsibility

Coaching is a collaborative process. You remain fully responsible for your decisions, actions, results, and wellbeing.

Oak & Olive Coaching does not guarantee specific outcomes, as results depend on individual engagement, application, and circumstances.

7. Confidentiality

Coaching conversations are treated as confidential, subject to legal obligations under New Zealand law, including where disclosure is required to prevent serious harm or comply with lawful requirements.

8. Intellectual Property

All content, materials, worksheets, and resources provided by Oak & Olive Coaching are protected by copyright and remain the intellectual property of Oak & Olive Coaching. Materials may not be reproduced, shared, or distributed without prior written consent.

9. Privacy

Personal information is collected and managed in accordance with our **Privacy Policy** and the **Privacy Act 2020 (NZ)**. By using our services, you consent to this collection and use of information.

10. Limitation of Liability

To the maximum extent permitted by New Zealand law, Oak & Olive Coaching is not liable for any indirect, incidental, or consequential loss arising from the use of our website or services.

11. Governing Law

These Terms & Conditions are governed by the laws of **New Zealand**, and any disputes will be subject to the exclusive jurisdiction of New Zealand courts.

12. Contact

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

admin@oakandolive.org.nz