

Vanessa Jenkins Coaching

Terms and Conditions

Last Updated: 13 July 2026

Thank you for choosing to work with Vanessa Jenkins Coaching. These Terms and Conditions outline the agreement between you ("the Client") and Vanessa Jenkins Coaching ("the Coach", "we", "our", or "us"). By purchasing coaching, workshops, digital resources, or any other services, you agree to these Terms and Conditions.

Business Details

Trading Name: Vanessa Jenkins Coaching

Legal Entity: NESSAJ LIMITED, trading as Vanessa Jenkins Coaching

NZBN: 9429050911790 (NZ Limited Company, Registered)

Owner/Operator: Vanessa Jenkins

Location: New Zealand

Email: nessajlookingafteryou@gmail.com

Website: www.vanessajenkins.co.nz

For any queries or concerns regarding these Terms and Conditions, please contact us using the email above.

1. Coaching Services

Vanessa Jenkins Coaching provides coaching, education, mentoring, and practical strategies designed to support individuals experiencing stress, overwhelm, and burnout.

Coaching is intended to increase self-awareness, encourage personal growth, and assist clients in creating meaningful lifestyle changes. Coaching is collaborative and outcomes depend on each client's commitment to implementing the tools and strategies discussed.

2. Coaching Is Not Medical or Mental Health Treatment

Coaching is not counselling, psychotherapy, psychology, psychiatric treatment, medical treatment, or crisis intervention.

Vanessa Jenkins Coaching does not diagnose, treat, or cure medical or mental health conditions.

If you are experiencing severe anxiety, depression, suicidal thoughts, psychosis, trauma requiring clinical support, or any other medical or mental health concern, you should seek assistance from an appropriately qualified healthcare professional.

You remain responsible for your own physical, emotional, and mental wellbeing throughout the coaching relationship.

3. Eligibility

Clients must be 18 years of age or older unless written consent is provided by a parent or legal guardian.

4. Booking and Payment

All bookings and payments are made securely through our website, www.vanessajenkins.co.nz. Payment is required in full prior to the commencement of coaching unless otherwise agreed in writing.

Vanessa Jenkins Coaching is not currently registered for GST. Should this change, prices will be updated accordingly to reflect GST, and the applicable rate will be clearly stated at the time of booking.

Available services may include:

- One-on-one coaching programmes
- Individual coaching sessions
- Online workshops
- Digital workbooks
- Downloadable resources
- Memberships or online programmes

Prices may change without notice; however, confirmed bookings will retain the agreed price.

5. Cancellations and Rescheduling

Individual Coaching

Appointments may be rescheduled with at least 24 hours' notice.

Appointments cancelled with less than 24 hours' notice may be forfeited.

If Vanessa Jenkins Coaching needs to reschedule an appointment, every reasonable effort will be made to provide an alternative time.

6. Refund Policy

Due to the nature of coaching services and digital products:

- Coaching fees are generally non-refundable once a programme has commenced.
- Digital products are non-refundable once access has been granted or the product has been downloaded.
- Workshop registrations may be transferred to another available session at our discretion.

Exceptional circumstances will be considered individually.

7. Client Responsibilities

The Client agrees to:

- Attend sessions on time.
- Participate honestly and respectfully.
- Complete agreed actions where possible.
- Communicate openly regarding any concerns.
- Take responsibility for decisions made during and after coaching.

The Client understands that lasting change requires personal commitment and implementation.

8. Coach Responsibilities

Vanessa Jenkins Coaching agrees to:

- Provide a supportive, respectful, and non-judgemental coaching environment.
 - Maintain professional boundaries.
 - Deliver coaching services to the best of their ability.
 - Respect client confidentiality, subject to the limitations outlined below.
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9. Confidentiality

Information shared during coaching will remain confidential except where disclosure is required by law or where there is a serious concern for the safety of the Client or another person.

Examples include:

- Risk of serious harm to yourself.
 - Risk of harm to another person.
 - Legal obligations requiring disclosure.
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10. Communication Between Sessions

Reasonable email communication between scheduled sessions may be available for administrative questions or brief coaching support.

Responses are generally provided during business hours and may take up to two business days.

Email and messaging should not be used for emergencies.

11. Online Sessions

Clients are responsible for:

- A reliable internet connection.
- A quiet and private location where possible.
- Appropriate technology for Zoom or other online platforms.

Should technical difficulties occur, reasonable attempts will be made to reconnect or reschedule.

12. Workshops and Group Programmes

Participants agree to contribute respectfully and maintain the confidentiality of other participants.

Vanessa Jenkins Coaching cannot guarantee the confidentiality of information shared by other participants and encourages everyone to exercise discretion when sharing personal experiences.

13. Intellectual Property

All coaching materials, workbooks, presentations, worksheets, videos, graphics, downloads, and resources remain the intellectual property of Vanessa Jenkins Coaching.

Materials are provided for the personal use of the purchasing client only.

They may not be:

- copied;
 - reproduced;
 - shared;
 - uploaded online;
 - sold;
 - modified for resale; or
 - distributed without prior written permission.
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14. Results Disclaimer

Every client's experience is different.

While coaching aims to provide practical strategies and support, no guarantees are made regarding specific outcomes, financial results, personal achievements, health improvements, or behavioural changes.

Success depends on many factors outside the Coach's control.

15. Limitation of Liability

To the fullest extent permitted by New Zealand law, Vanessa Jenkins Coaching shall not be liable for any indirect, incidental, consequential, or special loss arising from participation in coaching, workshops, or use of digital resources.

Clients accept full responsibility for the decisions and actions they take during and after coaching.

Nothing in these Terms and Conditions is intended to limit or exclude any rights you may have under the Consumer Guarantees Act 1993 or other New Zealand consumer protection legislation, to the extent such rights apply and cannot lawfully be excluded.

16. Privacy

Personal information collected during bookings and coaching will be handled in accordance with the New Zealand Privacy Act 2020.

Information is collected only for the purpose of providing coaching services, communicating with clients, and meeting legal obligations.

Personal information will not be sold to third parties.

For full details on how your personal information is collected, used, and stored, please refer to our Privacy Policy, available on our website.

17. Force Majeure

Vanessa Jenkins Coaching shall not be liable for delays or inability to provide services due to events beyond reasonable control, including natural disasters, internet outages, illness, government restrictions, or other unforeseen circumstances.

18. Changes to These Terms

These Terms and Conditions may be updated from time to time.

The most current version will always apply to new purchases and bookings.

19. Governing Law

These Terms and Conditions are governed by the laws of New Zealand.

Any disputes shall be subject to the jurisdiction of the New Zealand courts.

20. Acceptance

By purchasing coaching, workshops, digital products, memberships, or other services from Vanessa Jenkins Coaching, you acknowledge that you have read, understood, and agree to these Terms and Conditions.