

TERMS AND CONDITIONS

Metaphorsatwork.com

These Terms and Conditions ("Agreement") govern the use of the services provided by Metaphorsatwork.com, a coaching and consultancy platform for **team coaching** and **leadership coaching through archetypes**, developed by individual coaches **Debbie Baute** and **Hans Hoegaerts**. By accessing and using the services provided by Metaphorsatwork.com, you agree to comply with and be bound by the following terms:

1. Services Offered

Metaphorsatwork.com offers the following services:

- **Individual Coaching Sessions**
Personalized coaching designed to support individual growth and leadership development.
- **Team Coaching Sessions**
Tailored coaching for teams to improve collaboration, performance, and collective leadership.
- **Workshops**
Both one-off workshops and journeys of multiple sessions, focusing on using archetypes to uncover potential, enhance leadership skills, and strengthen team dynamics.

These services may be provided in-person or online, depending on the arrangement with the client.

2. Client Responsibilities

Clients do not need to prepare specifically for sessions unless prior preparation has been discussed in the planning phase of the coaching process. For some workshops, clients may be asked to engage with materials provided via our online platform.

Clients are expected to maintain respect and commitment during the coaching process as per general coaching ethics, ensuring an open and cooperative engagement.

3. Payment and Pricing

Prices for coaching services are not listed directly on the Metaphorsatwork.com website. All pricing is determined through a negotiation and offer process, which occurs after an initial **getting-to-know-you meeting**. Further details regarding the negotiation, contracting, and payment processes can be accessed through the individual coaches' websites:

- **Debbie Baute:** debbiebaute.com
 - **Hans Hoegaerts:** hanshoegaerts.be
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4. Cancellation, Refund, and Rescheduling Policy

For the cancellation, rescheduling, or refunding of coaching sessions, please refer to the respective **Debbie Baute** or **Hans Hoegaerts** individual coaching websites for detailed policies. Clients are expected to inform the coach in advance regarding any changes to their booked sessions in accordance with these individual policies.

5. Confidentiality and Data Handling

All information acquired during the coaching process—whether individual or team coaching—is **strictly confidential**. Information shared during individual sessions remains confidential to the individual client, and data from team coaching remains confidential to the team.

No personal or team information will be shared with third parties, except as legally required or with explicit written consent from the client(s).

6. Methodology and Disclaimer

Metaphorsatwork.com uses a unique coaching methodology based on **archetypes**. It is important to note that this methodology is not an assessment of personality but rather a framework for helping teams and individuals uncover their potential and enhance their leadership skills.

If any issues arise regarding the coaching process or outcomes, clients are encouraged to contact the relevant provider directly (Debbie Baute or Hans Hoegaerts) for discussion and resolution.

7. Intellectual Property

All materials, tools, images, and content used in the coaching sessions and workshops, including but not limited to proprietary texts and images, are the intellectual property of Metaphorsatwork.com and are **protected by copyright**.

These materials cannot be reproduced, shared, or used outside of the agreed coaching sessions unless explicitly authorized in writing by Metaphorsatwork.com.

8. Termination of Agreement

Metaphorsatwork.com reserves the right to terminate coaching agreements if the client does not adhere to the terms of this agreement, including misuse of proprietary materials or other significant breaches of behavior. In such cases, **penalties or charges** may be applied, as detailed in the individual coaching contracts.

9. Force Majeure

Metaphorsatwork.com is not liable for any failure or delay in providing services due to circumstances beyond our control, including but not limited to natural disasters, illness, or other unforeseen events.

10. Dispute Resolution

In the event of a dispute or disagreement regarding the coaching process or terms, Metaphorsatwork.com will attempt to resolve the matter through **mediation**. If mediation is unsuccessful, the dispute may be addressed through legal channels.

11. Acceptance of Terms

By using the services provided by Metaphorsatwork.com, you agree to these Terms and Conditions. This acceptance is evidenced by either:

- Using the Metaphorsatwork.com website, or
 - Booking or participating in coaching sessions provided through Metaphorsatwork.com.
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Contact Information

For more information or inquiries about our services, please contact us:

- **Debbie Baute:** debbiebaute.com
- **Hans Hoegaerts:** hanshoegaerts.be

