

# Terms of Engagement

Between Techwings Limited (Trading as Heal With Marco) and the Client

Company number: 14847371

Registered address: 267–269 Kingston Road, London, England, SW19 3NW

Last updated: October 2025

## 1. Introduction

This Terms of Engagement Agreement ( “ Agreement ” ) is made between Techwings Limited ( “ the Coach ” ), acting through Marco Tedone, and [Client Full Name] ( “ the Client ” ). The purpose of this Agreement is to define the terms under which coaching services will be provided. It reflects our shared commitment to creating a safe, confidential, and growth-oriented coaching relationship. By signing this document (digitally or in writing), the Client agrees to the terms and conditions described below.

## 2. Scope and Nature of Services

The Coach offers emotional wellbeing coaching services designed to enhance self-awareness, emotional regulation, authenticity, and relational growth. Coaching is not psychotherapy, counselling, or medical treatment. It focuses on exploring current challenges, beliefs, and behaviours to create forward movement and greater wellbeing. Coaching is a collaborative relationship where the Client takes responsibility for engaging actively and completing any agreed reflective work or practices between sessions. Results depend on the Client ’ s willingness to engage, reflect, and apply insights in daily life.

## 3. Delivery of Sessions

Sessions are typically conducted online via Zoom, Google Meet, or Microsoft Teams. In-person sessions may occasionally be offered when the coaching relationship allows for it, or as part of special wellbeing initiatives (for example, “ Cooking Emotional Wellbeing Coaching ” sessions where clients are invited to share a meal prepared by Marco while engaging in coaching dialogue). Each session lasts approximately 50 minutes, allowing time for preparation, reflection, and administration.

## 4. Initial Consultation and Engagement Process

**Free Discovery Call:** A complimentary 30-minute online session to explore the Client ’ s goals, expectations, and readiness for coaching. If both parties agree to proceed, the Client books an initial package of 10 hours. Payment is made in advance of the first session, following the instructions provided via email or invoice (bank transfer for now; Stripe integration coming soon). Once paid, fees are non-refundable. **Ongoing Sessions:** After the initial package, coaching continues through 1-hour sessions booked individually or in new packages. Each new package is invoiced separately and governed by this same Agreement. **Expiry:** Any unused hours expire 6 months from the purchase date unless otherwise agreed in writing.

## 5. Cancellations and Rescheduling

Sessions can be rescheduled or cancelled by giving at least 24 hours ’ notice. Late cancellations or missed sessions are charged in full. The Coach reserves the right to reschedule sessions due to unforeseen circumstances, providing as much notice as possible.

## 6. Termination and Renewal

Either party may terminate the coaching relationship at any time with reasonable notice. If the Coach determines that the coaching relationship is no longer constructive or beneficial, the Coach may end the

engagement and refund any unused sessions. The Client may request to end the engagement at any point; any unused sessions remain non-refundable. Renewals are handled by issuing a new invoice when the Client wishes to continue coaching.

## 7. Professional Ethics and Referrals

If, in the Coach's professional judgment, the Client would benefit more from therapy, counselling, or other specialist support, the Coach will make this explicit and may offer referrals to qualified professionals. The Coach maintains professional boundaries at all times and works within the ethical standards of emotional wellbeing coaching.

## 8. Client Conduct

Coaching sessions are a safe and respectful space. The Client agrees to attend sessions sober and fully present. The Coach reserves the right to terminate any session immediately if the Client appears to be under the influence of alcohol, drugs, or other impairing substances. Such a session will be considered delivered and billed in full.

## 9. Confidentiality and Duty of Care

All discussions within sessions are strictly confidential. The Coach will not disclose information shared by the Client without explicit consent, except where there is a legal or ethical duty to do so. Under UK law, confidentiality may be broken if there is an imminent risk of self-harm or harm to others, or if disclosure is required by law (for example, under safeguarding, terrorism, or criminal legislation). Any disclosure will be limited to what is necessary and handled sensitively, prioritising the Client's wellbeing.

## 10. Data Protection

The Client's personal information will be handled in accordance with the HealWithMarco Privacy Policy ([healwithmarco.com/privacy](https://healwithmarco.com/privacy)). Techwings Limited complies with the UK GDPR and the Data Protection Act 2018 in the collection, storage, and processing of personal data.

## 11. Fees and Invoicing

Fees are as published on [healwithmarco.com](https://healwithmarco.com) or agreed in writing. Payment is due upon receipt of invoice and must be cleared before the first session of any package. Payments can be made by bank transfer (details provided upon agreement). Invoices will be issued by Techwings Limited for each package or renewal.

## 12. Force Majeure and Availability

The Coach is not liable for delays or missed sessions due to events beyond reasonable control, including illness, emergencies, or technology failure. In such cases, affected sessions will be rescheduled at a mutually convenient time.

## 13. Limitation of Liability

The Coach does not provide medical, psychological, or legal advice. Coaching results vary by individual effort and circumstances. Techwings Limited and its representatives are not liable for any indirect or consequential loss resulting from the coaching relationship.

## 14. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with this Agreement shall be subject to the exclusive jurisdiction of

the English courts.

## 15. Signatures

By signing below, both parties acknowledge that they have read, understood, and agreed to the terms set out in this Agreement. Client Name: \_\_\_\_\_ Client Signature:

\_\_\_\_\_ Date: \_\_\_\_\_ Signed for Techwings Limited

by: Marco Tedone Signature: \_\_\_\_\_ Date:

\_\_\_\_\_ For digital signing, the Client may sign electronically on the website or download and return a signed copy via email to [marco@techwings.io](mailto:marco@techwings.io).