



## TERMS AND CONDITIONS

*Last Updated: January 2026*

These Terms and Conditions ("Terms") govern your use of services provided by Bernice Watson trading as Version Coaching ("we," "us," "our"). By purchasing or accessing any of our services, programmes, or products, you agree to be bound by these Terms.

### 1. Business Information

**Business Name:** Bernice Watson trading as Version Coaching

**Business Address:** 124 City Road, London, EC1V 2NX

**Contact Email:** hello@versioncoaching.com

### 2. Services Offered

We provide online women's health coaching services, including but not limited to:

- a) One-to-one coaching sessions delivered via video call (Zoom, Google Meet, Trainerize, WhatsApp)
- b) Group coaching programmes delivered through our app (Trainerize) and video workshops
- c) Self-paced training programmes accessed through Trainerize
- d) Digital resources, downloads and educational materials
- e) Time-limited challenges (typically 7 days or longer)
- f) Nutrition support and guidance
- g) Strength and mobility training programmes with habit tracking

All services are delivered entirely online. We do not provide in-person coaching services.

### 3. Eligibility and Prerequisites

#### 3.1 Age Requirement

You must be 18 years of age or older to use our services.

### **3.2 Health Prerequisites**

You confirm that:

- a) You do not have any undiagnosed health conditions, illnesses or ongoing injuries requiring medical attention
- b) If you have been advised by a medical professional to avoid or modify any exercises or movements, you will disclose this
- c) If you have an ongoing injury or illness, you have obtained appropriate professional medical clearance (from a doctor, physiotherapist, or relevant healthcare provider) before commencing any programme
- d) If you require therapy for mental health concerns, you are actively engaged with an appropriate mental health professional
- e) You are physically and mentally capable of participating in exercise and nutrition programmes

**We cannot work with you if you fall outside our scope of practice.** We may work with you if you have medical conditions or injuries, provided you have obtained appropriate professional sign-off from your doctor, physiotherapist, or other relevant healthcare provider, and we can work within their guidelines.

## **4. Scope of Service and Medical Disclaimer**

### **4.1 What We Are**

We are qualified personal trainers (Level 3 certified), women's health coaching specialists (GGS Women's Health Coaching Specialist), and Menopause Movement Coaches. We hold professional indemnity and public liability insurance.

### **4.2 What We Are Not**

**We are NOT:** doctors, dietitians, nutritionists, physiotherapists, psychologists, therapists, or medical professionals. We do not diagnose, treat, cure, or prevent any medical condition.

Any advice, guidance, or programmes provided are for educational and fitness purposes only and should not replace professional medical advice. You should consult with your doctor or appropriate healthcare provider before beginning any exercise or nutrition programme, particularly if you have any pre-existing medical conditions, are pregnant, or are taking medication.

### **4.3 Supporting Professional Medical Advice**

We actively support and encourage you to seek and apply medical advice. Where you have been given specific guidance by a medical professional (such as exercise modifications from a physiotherapist or dietary requirements from a doctor), we will work within those guidelines to support your training and nutrition goals.



## **5. Purchasing and Payment**

### **5.1 How to Purchase**

Services and products can be purchased through our website (Wix), via cal.com for ad-hoc coaching calls, or in future, directly through Trainerize. Payment is processed through Stripe, Google Pay. Some clients may be offered the option to pay by bank transfer (BACS) Apple Pay or PayPal.

### **5.2 Payment Terms**

**Payment is required in full upfront** before you gain access to any service, programme, or product. We do not offer payment plans or instalments at this time.

### **5.3 Pricing**

All prices are displayed at the point of purchase. Prices are subject to change, but any changes will not affect purchases already made. If you have purchased a service at a specific price, that price will apply for the duration of that service period.

### **5.4 Programme and Coaching Durations**

Our programmes and coaching services range from 7-day challenges to 3-month blocks (or longer). The specific duration will be clearly stated at the time of purchase. Access to app-based programmes and coaching is provided for the fixed duration purchased and does not automatically renew unless you choose to purchase additional time.

## **6. Refund and Cancellation Policy**

### **6.1 No Refunds for Digital Products and Programmes**

**Due to the nature of our digital products and programmes, we do not offer refunds once you have gained access to the content.** This includes but is not limited to: self-paced programmes accessed via Trainerize, PDF downloads, digital resources, challenges, group coaching programmes, and any other materials where intellectual property is immediately accessible upon purchase.

Once you have accessed the content (including logging into the app, receiving the link to downloadable materials or viewing resources), no refund will be provided. By purchasing, you acknowledge that you have read the service description and agree to this no-refund policy for digital products.

### **6.2 Cancellation by You**

You may stop participating in any programme or service at any time. However, you will continue to have access for the full duration you have paid for and no refund will be provided for unused time. Coaching credits or unused sessions do not roll forward into any future coaching block.

### **6.3 Cancellation by Us**

If we are unable to deliver your service due to illness, unforeseen circumstances, or business closure, you will receive a full refund for any weeks or services not yet

delivered. If a partial service has been provided, you will receive a pro-rata refund for the remaining unused portion.

#### **6.4 Existing Client Priority**

For one-to-one and group coaching services delivered in 3-month blocks, existing clients are given priority booking for the next consecutive block. This does not guarantee a place, but we will prioritise accommodating continuing clients.

### **7. Coaching Call Booking and Cancellation**

This section applies to one-to-one coaching clients who book sessions using coaching credits.

#### **7.1 Booking Sessions**

Coaching sessions are booked using credits provided as part of your coaching package. You may book a maximum of one session per week. It is your responsibility to book your sessions within your coaching block. Unused credits do not roll forward into the next block.

#### **7.2 Rescheduling**

**You may reschedule a coaching session with at least 48 hours' notice.** Anything less than 48 hours' notice is considered a cancellation and the coaching credit will be forfeited.

#### **7.3 Late Arrival**

If you are more than **15 minutes late** to a scheduled call without making contact, the session will be considered cancelled and the coaching credit will be forfeited.

#### **7.4 Cancellations by Us**

If we need to cancel or reschedule a session, we will provide as much notice as possible. Your coaching credit will be retained and can be rebooked at a mutually convenient time within your coaching block.

## **8. Access and Service Delivery**

### **8.1 What You Receive**

Depending on the service or product purchased, you may receive:

- a) Access to Trainerize app-based programmes with customisable dashboard, appointment booking, and workout tracking
- b) One-to-one or two-way messaging within the Trainerize app
- c) Access to in-app group chat (for group coaching clients)
- d) Coaching calls booked using credits (for one-to-one coaching clients)
- e) Zoom workshops (for group coaching clients)
- f) Resource downloads and on-demand library access
- g) Ability to integrate smartwatches or fitness tracking apps (e.g. Fitbit, Strava, My Fitness Plan) to Trainerize
- h) PDF downloads via our website or email

### **8.2 No Email Support**

We do not provide email support for programme participants. All communication and support is provided through the Trainerize app or during scheduled coaching sessions. If you require additional support beyond what is included in your programme, you will need to purchase a higher coaching tier.

### **8.3 Self-Sufficiency**

Self-paced programmes and digital downloads are designed to be used independently. You are expected to follow the guidance provided and adapt it to your own needs within the parameters set out. If you require personalised coaching or support, you will need to purchase a coaching package or book a coaching call subject to availability.

### **8.4 Duration of Access**

Access to programmes and services is provided for the duration purchased only:

- a) App-based programmes: Access remains active for the length of the programme purchased (e.g., 7 days, 3 months)
- b) Digital downloads: Once downloaded, materials are yours to keep
- c) Coaching blocks: Access to coaching features, group chats, and app support ends when your coaching block expires

## **9. Your Responsibilities**

### **9.1 Honesty and Disclosure**

You must be honest about your health status, including disclosing any ongoing health conditions, new symptoms, injuries, or changes in your physical or mental health that may affect your ability to train or follow the programme safely.

### **9.2 Safe Exercise Practice**

You are responsible for your own safety. You must:

- a) Approach all exercises with caution and listen to your body
- b) Stop immediately if you experience sharp pain or anything that feels "off"
- c) Not push through pain or discomfort
- d) Adapt exercises and programmes to suit your own body rather than following instructions without discernment
- e) Stay hydrated and wear appropriate footwear
- f) Not train when ill (e.g., colds, flu, or other acute illness)
- g) Seek medical attention if you experience new or worsening symptoms

### **9.3 Seeking Professional Help**

If you develop symptoms that require medical attention, have ongoing pain, or suspect an undiagnosed condition, **you must seek appropriate professional help**. We cannot continue to work with you if you require medical, physiotherapy, or therapeutic intervention and are not actively seeking that support.

### **9.4 Respectful Conduct**

You must conduct yourself respectfully at all times. This includes being non-discriminatory, non-abusive and treating us and other participants (in group settings) with courtesy and respect. We reserve the right to terminate your access if you engage in abusive, discriminatory, or harmful behaviour.

### **9.5 No Sharing or Redistribution**

**All programmes, resources, and materials are for your personal use only.** You may not share your login details, forward downloads, copy content, or redistribute any materials to others. Doing so is a breach of these Terms and may result in copyright infringement and / or immediate termination of your access without refund.

## 10. Our Rights to Terminate

We reserve the right to terminate your access to our services immediately and without refund if:

- a) You engage in abusive, discriminatory, or disrespectful behaviour
- b) You breach these Terms, including by sharing or redistributing content
- c) You actively ignore coaching advice in a way that puts your health or safety at risk (e.g., overtraining, working in unsafe ways)
- d) You fall outside our scope of practice or refuse to seek appropriate professional support
- e) We determine that we are not a good fit to continue working together
- f) You pose a risk to yourself, us, or other participants

Where termination occurs due to your breach of these Terms or unsafe behaviour, no refund will be provided. Where termination occurs because we are not the right fit or we cannot safely support you, we may offer a pro-rata refund at our discretion.

## 11. Intellectual Property

### 11.1 Our Content

All content, including but not limited to workout plans, programmes, meal guides, videos, resources, educational materials, and app content, is owned by us and protected by copyright. You are granted a personal, non-transferable licence to use this content for your own fitness and health purposes only.

### 11.2 Third-Party Content

Some content (such as exercises in the Trainerize library, stock images from Canva, or other licensed materials) is used under licence from third parties. You do not acquire any rights to this third-party content beyond your permitted use of our services.

### 11.3 Access After Programme Ends

- a) Digital downloads and PDFs: Once downloaded, you may keep these materials for personal use
- b) App-based programmes: Access ends when your programme or coaching block expires
- c) Email-based resources: Once sent, you may retain these for personal use

## 12. Limitation of Liability

### 12.1 Assumption of Risk

**You acknowledge that participation in exercise and physical activity carries inherent risks, including risk of injury.** By participating in our programmes, you assume all such risks. You are responsible for your own experience and your own body.

### 12.2 No Liability for Injury or Illness

To the fullest extent permitted by law, we accept no liability for any injury, illness, or adverse health effects arising from your participation in our programmes or use of our services. This includes injuries sustained during training, whether following our programmes or coaching advice.

### **12.3 Your Obligations**

If you experience any injury, illness, or change in health status while participating in our programmes, you must seek appropriate medical attention and inform us immediately so that we can adapt your programme accordingly. Continuing to train with an injury or illness without seeking professional help is done entirely at your own risk.

### **12.4 Self-Paced and Independent Training**

For self-paced programmes, PDF downloads, and challenges, you acknowledge that you are training independently without direct supervision. It is your responsibility to assess your own readiness, adapt exercises to suit your abilities, and stop if anything feels unsafe.

### **12.5 Maximum Liability**

Our maximum liability to you for any claim arising out of or in connection with these Terms or your use of our services is limited to the amount you paid for the specific service or product giving rise to the claim.

## 13. Data Protection and Privacy

We collect and process your personal data in accordance with UK GDPR and data protection laws. For full details on how we collect, use, store, and protect your data, please see our **Privacy Policy**, which forms part of these Terms.

By using our services, you consent to the collection and use of your personal information as described in our Privacy Policy.

## 14. Changes to Services and Terms

### 14.1 Changes to Services

We reserve the right to change, modify, or discontinue any of our services, programmes, or products at any time. If you have already purchased access to a service, we will continue to provide that service for the duration you have paid for, even if we discontinue it for new clients.

### 14.2 Changes to Pricing

We may change our prices at any time, but price changes will not apply retrospectively. If you have purchased a 3-month coaching block at a specific price, you will continue to receive that service at that price for the full 3 months.

### 14.3 Changes to These Terms

We may update these Terms from time to time. Where changes are significant, we will notify you by email or through the Trainerize app at least 2 weeks before the changes take effect. Your continued use of our services after changes take effect constitutes acceptance of the updated Terms.

Changes to these Terms will not apply to services already purchased. If you purchase a 3-month coaching block under one set of Terms, those Terms will apply for the full 3 months, even if we update the Terms during that period.

## 15. Third-Party Services and Technology

We use a range of third-party platforms and tools to deliver our services, including but not limited to: Wix (website), Trainerize (coaching app), Stripe, Google Pay, Apple Pay, PayPal (payment processing), Zoom and Google Meet (video calls), cal.com (booking), Mailerlite (email), Tally and ScoreApp (forms and quizzes), and various other tools listed in our Privacy Policy.

We are not responsible for the performance, availability, or security of these third-party services. If a third-party platform experiences downtime or technical issues, we will do our best to provide alternative access or reschedule sessions, but we cannot be held liable for disruptions caused by third-party service providers.

By using our services, you agree to comply with the terms of service of any third-party platforms you access as part of your programme (e.g., Trainerize's terms, Zoom's terms).

## **16. International Clients**

While we are based in the United Kingdom, we provide services to clients internationally. All services are delivered online. By purchasing our services from outside the UK, you acknowledge that:

- a) You are responsible for ensuring that your participation complies with the laws of your own country
- b) These Terms are governed by English law (see section 18 below)
- c) Currency exchange rates and international payment fees are your responsibility
- d) Time zone differences for live coaching sessions will be managed on a case-by-case basis

## **17. Complaints and Disputes**

### **17.1 If You Are Unhappy**

If you are dissatisfied with any aspect of our service, please contact us at [hello@versioncoaching.com](mailto:hello@versioncoaching.com) with details of your complaint. We will acknowledge your complaint within 2 working days and aim to resolve the issue within 14 days.

### **17.2 Informal Resolution**

We will always attempt to resolve disputes informally through direct communication. Most issues can be resolved through open and honest conversation.

### **17.3 Formal Disputes**

If a dispute cannot be resolved informally, you may seek resolution through mediation or, if necessary, through the courts of England and Wales (see section 18 below). For full details of our complaints procedure, please see our separate Complaints Procedure document.

## **18. Governing Law and Jurisdiction**

These Terms are governed by the laws of England and Wales. Any disputes arising from these Terms or your use of our services will be subject to the exclusive jurisdiction of the courts of England and Wales.

## **19. Entire Agreement**

These Terms, together with our Privacy Policy and any other documents expressly referred to herein, constitute the entire agreement between you and Version Coaching. These Terms supersede any prior agreements, understandings, or representations.

## **20. Severability**

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

## **21. Contact Information**

If you have any questions about these Terms, please contact by email:  
**hello@versioncoaching.com**

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*By purchasing or accessing our services, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.*