



Working with us

Our Standard Terms and Conditions

coachmatch.co.uk

Coachmatch® 

Trading Terms and Conditions

We run our business to high standards of integrity and believe strongly that trust is the bond between ourselves and our clients. Sometimes however it is helpful for either of us to be able to refer to points of reference such as those below which will apply in any case where we have chosen not draw up a formal contract between us.

- 1 Coachmatch services include selection, assessment, introduction and ongoing management of independent consultants, including executive coaches and facilitators.
- 2 Before we can begin any work for you, or on your behalf, we require:
 - a Written confirmation of your agreement that we can proceed, based on your approval of the contents of our proposal, or correspondence, or any amendments already agreed in writing. This confirmation will signify that, from the date we receive it, a contract exists between our two organisations.
 - b Payment of Coachmatch's agreed professional fees, plus VAT at the prevailing rate. Our invoice will be submitted by return when we receive your confirmation that you would like to proceed and our payment terms are 14 days.
 - c We will invoice 100% of the coach's/consultant's fees and assignment premiums upon commencement of any engagement, together with an estimate of any expenses for travel etc. likely to be incurred.
- 3 Where we agree with you any fee chargeable on a recurring basis (for example, a monthly or annual Management Premium) we will invoice such fees quarterly in advance.
- 4 Our payment terms are 14 days after the invoice date by when we expect to receive full payment of the invoice sum.
- 5 In the event of coaching sessions being cancelled by you we will charge cancellation according to the following schedule:

More than one week	50% of the agreed fee*	* Plus any expenses already incurred
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Less than one week	100% of the agreed fee*	

- 6 If consultative work is cancelled by you, we shall be entitled to cancellation fees according to this scale:

Notice of Cancellation Received by Us	Cancellation as a percentage of the Agreed Professional Fees*
Between 1 and 2 months before	60%
Between 1 month and 2 weeks before	70%
Less than 2 weeks before	100%

* Plus any expenses already incurred

- 7 If consultative work for which we have been contracted is postponed by you for more than 6 months beyond the original start date we:
 - a Shall submit an invoice for all fees plus expenses either incurred or committed to by us at the time we receive your notification.
 - b Reserve the right to amend any fee structure or personnel resources which shall then come in to force when the programme re-starts.
 - c Shall consider the contract between us to be still in force, though possibly amended.

If the work is postponed for more than 6 months, we reserve the right to re-negotiate with you all parts of the basis of the contract between us.
- 8 If coaching assignments are cancelled or curtailed, we may credit any coach fees paid to us for coaching that has not been delivered. Any assignment premium charged will not be credited.
- 9 All intellectual property created, conceived, designed, developed or made by Coachmatch in the course of providing the services to you the client shall belong to Coachmatch unless explicitly agreed otherwise.
- 10 You agree to notify us immediately upon engagement of any consultant/coach introduced to you by us. A consultant/coach is treated as introduced by us when we submit a consultant's or coaches name or details to you. Any engagement of a consultant introduced to you by us shall be managed by Coachmatch.
- 11 In the event that any consultant/coach is rejected by you or the consultant/coach rejects an offer of engagement, if the consultant/coach is subsequently engaged by you within 24 months of the date on which we last introduced you to that consultant, you agree the engagement shall be made by exclusive arrangement with Coachmatch.
- 12 We will willingly consider adapting these terms and conditions as long as everyone's needs, rights and responsibilities are wholly respected, and as long as any amendments are understood, accepted and agreed in writing by our two organisations before a project commences.
- 13 If legal representation is required by either of us at any time, the arguments will be presented and assessed according to English Law.



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