



## Terms and Conditions for Mentoring Appointments

**By booking a mentoring appointment with Ceola Reece Veterinary Physiotherapy, you agree to the following Terms and Conditions:**

### 1. Mentoring Collaboration

I provide professional mentoring and guidance for early-career animal therapists and mobile practice owners. The information shared during mentoring sessions is for educational and professional development purposes. **It does not constitute official legal, financial, or business advice.** While I provide guidance and strategies based on my experience, you are responsible for the decisions and actions you take in your business.

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### 2. Cancellation & Rescheduling Policy

If you need to cancel or reschedule your mentoring appointment, the following charges will apply:

- Less than 72 hours before the appointment: 20% of the session fee will be charged.
- Less than 48 hours before the appointment: 50% of the session fee will be charged.
- Less than 24 hours before the appointment: 100% of the session fee will be charged.
- No-show: 100% of the session fee will be charged.

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### 3. Payment Terms

Payment must be made **before or on the date of the session**, either via the provided payment link or by bank transfer.

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### 4. Use of Testimonials

If you provide testimonials or feedback about your mentoring experience, I may use these for promotional purposes, including on my website, social media, and marketing materials. Your anonymity will be respected if you request it.

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### 5. Liability & Client Responsibility

- While I take every precaution to provide a professional and safe mentoring service, you accept full responsibility for implementing any advice or actions discussed during the session.



# CEOLA REECE IMSC, EEBW, RAMP VETERINARY PHYSIOTHERAPY

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- You are responsible for your own business decisions and the outcomes of any actions you take following the mentoring session.

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## 6. Data Protection & Confidentiality

- Any information shared during mentoring sessions is treated as confidential and will not be shared with third parties without your consent.
- Your personal details will be handled in accordance with UK data protection law.

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## 7. Privacy Policy

- Ceola Reece is committed to protecting the privacy of clients and users across all aspects of the business, including in-person mentoring, online mentoring, digital courses, and downloadable educational resources.
- Please view the privacy policy on our website for details on what data is collected, how it is used, stored, and shared, and the rights of individuals under UK data protection law.

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## 8. Agreement to Terms

By booking a mentoring appointment, you confirm that you have read, understood, and agreed to these Terms and Conditions.

For any questions, please contact me before your session. Thank you for your cooperation!

Kind Regards,



**Ceola Reece**

IMSc Veterinary Physiotherapy, PgCHEP, PgDip, FHEA

Equinology Body Worker, Canine Hydrotherapist

Member of RAMP