

UK LEADERSHIP ACCELERATOR

Terms & Conditions Last updated: 26th August 2026

These Terms & Conditions apply when you purchase a place on the UK Leadership Accelerator or Lead Yourself programme provided by The Inner Impact (“we”, “us”, “our”).

Please read these terms carefully before purchasing. By completing your purchase, you confirm that you have read and agree to be bound by them.

Nothing in these Terms & Conditions affects any statutory rights you have as a consumer.

1. ABOUT US

The programme is provided by:

The Inner Impact Ltd

Company number: **16720757**

Registered office: **71-75 Shelton Street, Covent Garden, London WC2H 9JQ**

Trading as **The Inner Impact**.

You can contact us at:

claudia@theinnerimpact.com

2. THE PROGRAMMES

These terms cover two programme options:

Lead Yourself

A six-week group coaching programme focused on how you think, respond and perform, particularly when the pressure is on.

The Leadership Accelerator

An eight-week group coaching programme comprising:

- six weeks of **Lead Yourself**; and

- two additional weeks of **Lead Beyond Yourself**, focused on leading and creating performance through other people.

Lead Yourself is the core component of both programmes. Lead Beyond Yourself builds upon that work and is not offered as a standalone programme.

The specific dates, times, format and inclusions for your cohort will be those shown on our website, checkout page, booking confirmation or welcome communications at the time you purchase.

3. WHAT IS INCLUDED

Depending on the programme you purchase, your place may include:

- live group coaching and teaching sessions;
- access to the relevant programme modules;
- programme exercises, audits and worksheets;
- proprietary frameworks and teaching materials;
- opportunities for reflection, discussion and coaching within the group; and
- any additional resources specifically described as being included when you purchase.

The programme is primarily a **live coaching and development service**.

Any worksheets, recordings, written materials or other resources provided alongside the live sessions are supporting materials and remain subject to the intellectual property provisions in these terms.

4. YOUR PLACE AND OUR CONTRACT WITH YOU

Your order is an offer to purchase a place on the programme.

Unless we tell you otherwise, our acceptance takes place when your payment has been successfully processed and you receive confirmation of your purchase. At that point, a contract comes into existence between you and us.

Your place is personal to you and may not be transferred to another person without our prior written agreement.

We reserve the right not to accept an order where, for example:

- a programme is full;
- there has been an error in the programme description or payment information;
- we reasonably believe the programme is not appropriate for the purchaser; or

- circumstances outside our reasonable control prevent us from delivering the programme.

If we cannot accept an order after payment has been taken, we will refund the amount paid.

5. FEES AND PAYMENT

The fee for your programme is the amount displayed to you at checkout or otherwise agreed with you in writing before purchase.

Unless an instalment arrangement has expressly been agreed, payment is required in full to secure your place.

Where an instalment arrangement is offered and selected, you remain responsible for making all payments in accordance with that arrangement, subject always to your statutory rights and the cancellation provisions below.

If a payment becomes overdue, we may contact you to arrange payment and, where reasonable, suspend access to the programme until the outstanding amount has been paid.

6. YOUR RIGHT TO CANCEL

If you purchase as a consumer

If you purchase the programme online as an individual acting wholly or mainly outside your trade, business, craft or profession, you will normally have a legal right to cancel your contract within **14 days** without giving a reason.

The cancellation period begins when the contract is entered into.

To exercise your right to cancel, you must clearly tell us that you wish to cancel.

You can do this by emailing: **claudia@theinnerimpact.com**

You may use the following wording, although you do not have to:

I hereby give notice that I wish to cancel my contract for [programme name],
purchased on [date].

Name:

Email address:

Date:

Where you validly exercise your statutory right to cancel before we have begun providing the service, we will refund payments due to be refunded in accordance with applicable law.

Refunds will normally be made using the same payment method you used for the original purchase.

Starting the programme during your cancellation period

If you ask us to begin providing services during your statutory cancellation period, you expressly request that performance of the contract begins before that cancellation period has expired.

If you subsequently cancel during that period after services have begun, you may be required to pay a proportionate amount for services already supplied, where permitted by law.

If the service has been fully performed during the cancellation period following your express request and the legally required acknowledgement has been obtained from you, your statutory right to cancel may end once the service has been fully performed.

7. CANCELLATIONS AFTER THE STATUTORY CANCELLATION PERIOD

The Leadership Accelerator is a cohort-based programme with a limited number of places. When you reserve a place, we may turn away another participant and incur costs in preparing and delivering the cohort.

If you wish to cancel after any statutory cancellation period has expired, please contact us as soon as possible at:

claudia@theinnerimpact.com

Any refund or amount retained by us following cancellation will be determined fairly, taking into account matters including:

- the services already provided;
- costs we have already reasonably incurred;
- losses directly resulting from your cancellation;
- our ability to offer your place to another participant; and
- our obligation to take reasonable steps to reduce our losses.

Nothing in this section limits any cancellation, refund or other rights you may have under applicable consumer law.

Where appropriate, and at our discretion, we may also agree to transfer your place to a future cohort instead of providing a refund. Any such transfer will be confirmed in writing.

8. MISSED SESSIONS

The programme is designed to be experienced as a live cohort.

You are responsible for attending the sessions included in the programme and for keeping a record of the dates and times provided to you.

If you are unable to attend a live session, please let us know as soon as reasonably possible.

Missing a session does not automatically entitle you to a refund, credit, replacement session or individual coaching session.

Where a recording, summary or alternative resource is available, we may make it available to you, but we do not guarantee that every live session will be recorded.

You are responsible for making appropriate arrangements to participate, including having a suitable internet connection and device where sessions are delivered online.

9. IF WE NEED TO CHANGE OR RESCHEDULE A SESSION

Occasionally circumstances may require us to change the date, time, facilitator, format or other practical arrangements for a session.

Where this happens, we will give you as much notice as reasonably possible and will make reasonable efforts to provide an appropriate alternative.

Minor changes that do not materially reduce the overall programme will not normally give rise to a right to a refund.

If we make a significant change that materially affects the service you purchased, we will discuss appropriate options with you and honour any rights you have under applicable law.

10. IF WE CANCEL THE PROGRAMME

In the unlikely event that we have to cancel the programme and cannot provide a reasonable alternative, we will refund amounts paid for services that will not be provided.

We will not seek to exclude any rights or remedies you have under applicable law.

11. GROUP CONFIDENTIALITY

Trust and openness are an important part of group coaching.

During the programme, other participants may share personal, professional, commercial or otherwise sensitive information.

By participating, you agree to respect the confidentiality of other participants.

You must not disclose, reproduce, publish or share outside the programme any personal information, experiences, business information or other confidential material shared by another participant during a session or within a programme group.

You must not take screenshots, make audio or video recordings, transcribe sessions or use artificial intelligence or other recording/transcription tools to capture a session unless we have expressly authorised this in advance.

You should use your own judgement when deciding what information you disclose within a group setting.

While we require all participants to respect these confidentiality obligations, we cannot guarantee the actions of another participant and cannot accept responsibility for an unauthorised disclosure by another participant where we have taken reasonable steps to protect confidentiality.

12. YOUR RESPONSIBILITY FOR THIRD-PARTY INFORMATION

When discussing workplace situations, you should take reasonable care not to disclose confidential information belonging to your employer, clients, colleagues or other third parties where you are not authorised to do so.

Where possible, you should anonymise individuals and organisations when discussing sensitive situations.

You remain responsible for complying with any confidentiality, data protection or professional obligations that apply to you through your employment or otherwise.

13. INTELLECTUAL PROPERTY

All programme content and materials are owned by or licensed to The Inner Impact.

This includes, without limitation:

- the **A.L.I.G.N.™ framework**;
- programme frameworks and methodologies;
- teaching content;
- slides and presentations;
- exercises and audits;
- worksheets and workbooks;
- written resources;
- videos and recordings;
- diagrams and models; and
- other materials supplied as part of the programme.

Your purchase gives you a personal, limited, non-exclusive, non-transferable right to use these materials for your own learning and development.

You may not, without our prior written permission:

- copy or reproduce programme materials for others;
- share them with colleagues, clients or third parties;
- sell, licence or distribute them;
- teach or deliver our frameworks or materials to others;
- adapt them to create your own commercial programme, training or coaching materials;
- upload them to publicly accessible platforms;
- use them to train artificial intelligence systems or create derivative commercial materials; or
- record or reproduce live programme sessions.

Nothing in your purchase transfers ownership of our intellectual property to you.

14. PARTICIPATION AND CONDUCT

The quality of a group programme depends on everyone being able to participate in a professional, respectful and psychologically safe environment.

You agree to:

- treat other participants respectfully;
- respect confidentiality;
- participate in a way that does not materially disrupt the experience of others;
- take responsibility for your own decisions and actions; and
- refrain from discriminatory, abusive, threatening or seriously inappropriate behaviour.

If we reasonably believe that your behaviour constitutes a serious breach of these obligations, we may ask you to stop the behaviour and, where appropriate, give you a reasonable opportunity to remedy the issue.

In cases of serious misconduct, or where behaviour creates a significant risk to another participant or the integrity of the group, we may remove you from the programme.

Any financial consequences of removal will be dealt with fairly and in accordance with applicable law and the circumstances of the breach.

15. COACHING, NOT THERAPY OR PROFESSIONAL ADVICE

The programme provides coaching, education and professional development.

It is not psychotherapy, counselling, psychiatric treatment, medical treatment or another form of healthcare.

It is also not legal, tax, investment, financial or other regulated professional advice.

You remain responsible for your own decisions, actions and wellbeing and should obtain appropriately qualified professional advice where necessary.

If you are experiencing physical or mental health difficulties requiring diagnosis or treatment, you should seek support from an appropriately qualified healthcare professional.

16. RESULTS AND YOUR PARTICIPATION

We will deliver the programme with reasonable care and skill.

However, coaching is a collaborative process and individual outcomes will vary.

We cannot promise or guarantee any particular career, financial, leadership, performance, business or personal result from participating in the programme.

Your experience will depend on a number of factors, including your circumstances, participation, reflection and implementation of the work.

Nothing in this section limits your statutory rights or our legal obligation to provide the service with reasonable care and skill.

17. RECORDINGS

We will tell you if we intend to record a programme session.

Where sessions are recorded, recordings may contain contributions from participants.

We will explain how any recording will be used and who will have access to it.

Programme recordings supplied to you are for your personal use only and must not be copied, downloaded, shared, published or distributed except where we expressly permit this.

We will handle recordings containing personal data in accordance with our Privacy Policy and applicable data protection law.

18. PERSONAL INFORMATION

We will process your personal information in accordance with our Privacy Policy and applicable UK data protection law.

Information you provide through programme audits, questionnaires or coaching sessions may include personal information.

We use that information for purposes connected with administering and delivering the programme and providing coaching to you.

Please refer to our Privacy Policy for further information about how we collect, use, store and protect personal data and the rights available to you.

19. EVENTS OUTSIDE OUR REASONABLE CONTROL

We will not be responsible for a delay or failure to provide part of the programme caused by circumstances genuinely outside our reasonable control.

If such circumstances materially affect the programme, we will take reasonable steps to minimise disruption and will communicate with you about any changes.

Where we are unable to provide a material part of the programme, we will comply with any refund or other obligations that apply under law.

20. OUR RESPONSIBILITY TO YOU

Nothing in these terms excludes or limits liability where it would be unlawful for us to do so.

In particular, nothing excludes or limits liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation; or

- any other liability or statutory consumer right which cannot lawfully be excluded or restricted.

If you purchase as a consumer, we are responsible for providing the programme with reasonable care and skill and in accordance with the contract between us.

We are not responsible for losses that were not reasonably foreseeable when the contract was entered into, except where the law provides otherwise.

If you purchase the programme wholly or mainly for business purposes, additional or different limitations may apply where separately agreed with your organisation in writing.

21. CORPORATE PURCHASES

Where an employer or other organisation purchases a place on your behalf, the commercial arrangements relating to payment, cancellation and invoicing may be governed by a separate agreement between us and that organisation.

You will nevertheless be expected to comply with the provisions of these terms relating to:

- confidentiality;
- intellectual property;
- participation and conduct;
- recordings;
- use of programme materials; and
- respect for other participants.

We will make clear where separate corporate terms apply.

22. ENDING YOUR PARTICIPATION

You may contact us at any time if you wish to stop participating in the programme.

Ending your participation does not necessarily mean that you are entitled to a refund. Any refund entitlement will be determined in accordance with these terms and your statutory rights.

We may end your participation where you materially breach these terms and, where appropriate, fail to remedy that breach after being given a reasonable opportunity to do so.

23. COMPLAINTS

If something has gone wrong or you are unhappy with any aspect of the programme, please contact us so that we have an opportunity to resolve the issue.

Email:

claudia@theinnerimpact.com

We aim to deal with concerns promptly, professionally and fairly.

24. CHANGES TO THESE TERMS

The terms that apply to your purchase are those provided or made available to you when your contract is formed.

We may update these terms for future participants.

We will not make a material change to the terms of an existing contract simply by publishing new terms on our website.

If a change to an existing programme is required by law or is otherwise reasonably necessary, we will tell you where appropriate and will not use such a change to remove your statutory rights.

25. GENERAL

If any provision of these terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply.

If we delay enforcing a right under these terms, that does not mean we have waived that right.

You may not transfer your rights or obligations under these terms to another person without our written agreement.

Nothing in these terms gives a third party a right to enforce them except where the law provides otherwise.

26. GOVERNING LAW

These terms are governed by the laws of **England and Wales**.

If you are a consumer resident elsewhere in the United Kingdom, you may also benefit from mandatory protections available to you under the laws applicable where you live and may have rights to bring proceedings in the courts available to you under applicable law.

Nothing in these terms is intended to restrict any rights you have concerning where legal proceedings may be brought.

27. CONTACT

If you have any questions about these terms or the programme, please contact:

Claudia Curran
The Inner Impact
claudia@theinnerimpact.com