

Kirsti Cox Advocacy Terms & Conditions – Consumer

1. Introduction

Welcome to Kirsti Cox Advocacy. These Terms & Conditions govern your use of our services. By accessing or using our services, you agree to comply with and be bound by these terms. If you do not agree with any part of these terms, please do not use our services.

2. Services Provided

Kirsti Cox Advocacy provides impartial, tailored support for individuals navigating complex life challenges, including but not limited to:

- Advocacy for administrative and technological matters
- Direct debit and subscription reviews
- Life admin inventory and organisational services
- In-person consultations

3. Appointments and Cancellations

- Booking: All services are booked directly with Kirsti Cox Advocacy via telephone. Payment is required at the time of booking.
- Cancellations: Clients may cancel or reschedule appointments with at least 72 hours' notice. Cancellations within 72 hours of the scheduled appointment may incur a cancellation fee of 50% of the service fee.
- No Shows: Failure to attend a scheduled consultation without prior notice will result in the full session fee being charged.
- Distance Selling Regulations: If you book services by phone, you have the right to cancel within 14 days of confirmation, provided the service has not commenced.

4. Fees and Payments

- Service Fees: Fees for our services are outlined during the booking process are subject to change. The fee applicable at the time of booking will be honored.
- Payment Terms: Payment for services is made at the time of booking. We accept various payment methods, including debit cards and bank transfers.
- Refunds: Refunds may be issued, this is at the discretion of Kirsti Cox Advocacy and may be provided only if a session is cancelled by us or under extenuating circumstances.

5. In-Person Consultations

While most services are offered in-person, consultations can be arranged virtually upon request. In-person consultations will incur additional fees to cover travel and associated expenses. Please contact us directly for in-person consultations.

6. Confidentiality and Data Protection

- Confidentiality: All information shared during sessions is confidential and will not be disclosed to third parties without your explicit consent, except where required by law.
- Data Protection: We adhere to all applicable data protection regulations, including the UK GDPR and the Data Protection Act 2018, ensuring that your personal information is securely handled. For more details, please refer to our Privacy Policy.

7. Limitation of Liability

Kirsti Cox Advocacy offers impartial support services and advocacy. We do not provide legal, medical, or financial advice regulated by any professional body. Clients are encouraged to seek professional advice from relevant specialists before making significant decisions.

Kirsti Cox Advocacy will not be liable for any direct or indirect damages, including financial losses, resulting from the use of our services.

While we offer guidance and support, we do not guarantee protection against scams or fraudulent activity. Kirsti Cox Advocacy shall not be held liable for any losses or damages incurred as a result.

8. Insurance Coverage

Kirsti Cox Advocacy holds appropriate insurance to cover the services we provide. This ensures that clients can engage with our services confidently and securely.

9. Intellectual Property

All content on the Kirsti Cox Advocacy website, including text, graphics, logos, and images, is the property of Kirsti Cox Advocacy and protected under copyright laws. Unauthorised reproduction or use of any material is strictly prohibited.

10. Changes to Terms

Kirsti Cox Advocacy reserves the right to update or modify these Terms & Conditions without prior notice. Any changes will take effect immediately upon posting on our website. Continued use of our services constitutes your acceptance of the updated terms.

11. Governing Law

These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Contact Information

If you have any questions or concerns about these Terms & Conditions, please contact us at:

Email: hello@kirsticoxadvocacy.com

Phone: 07900190285