

## Terms and Conditions

Updated 30th October 2023

Please always check for possible updates before making a new purchase. Recent changes will be underlined with green.

This document includes terms of service regarding **purchases on the website** and acts as a **coaching contract** (agreement) for clients entering a coaching partnership with Mental Performance Coach Mirjam Wallin.

The Online Shop is for consumer customers only. Clubs, organizations, businesses and all **Corporate customers**: inquire coaching [here](#).

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### The Coach

Certified Mental Performance Coach **Mirjam Wallin** / [info@gamegrit.fi](mailto:info@gamegrit.fi) / +358 44 5933 125

### Description of Coaching

Coaching is a **partnership** in a thought-provoking creative process that empowers the Client to maximize personal and professional potential. It facilitates Client's growth, improves mental well-being and skills, with the goal to enhance performance and create opportunities for success. Coaching is based on a directional, guided, supportive conversation of self-discovery, perspective shifting and problem solving.

### Premise for results

Getting results requires **commitment to the process**, regular sessions, a sufficient state of overall health and sufficient practical conditions to execute video sessions. Change, growth, new skills and solutions, and developing an effective coaching relationship all take time. Patience and trust in the process is necessary, and results of coaching should be evaluated with a long term perspective.

The Client understands that in order to enhance the coaching relationship, they must communicate honestly, be open to feedback and create the time and energy to **participate fully** in the program.

Every session is different and represents different kinds of steps in the Client's development. Client and coach partner up to decide what they work on each session and what approach to take. Understanding the nature of coaching and that true growth is not about quick fixes or magic tricks, the client commits to **working through the process** of their chosen coaching program - doing the required inner work consistently and using coaching to guide, enhance and accelerate their growth journey.

It's recommended to **avoid unnecessary interruptions** or breaks in the coaching process that can significantly impair the results.

### **Client Responsibility**

The client is responsible for how they show up, contribute, communicate their goals and needs, and what they take away from coaching to serve their development, performance and success. Client is solely **responsible for implementing their own well-being, decisions, choices, actions and results** arising out of the coaching relationship. As such, the Client agrees that the Coach is not liable for any actions or inaction, or for any direct or indirect result of any services provided by the Coach. It's recommended to always openly discuss and evaluate progress, results and needs.

### **Confidentiality**

All coaching partnerships and conversations are confidential. The Coach reports nothing about the Client or their coaching to anyone without a separate permit from the client to do so. The coach always acts according to the **ethics and standards of the profession**, as well as the Client's best interest.

**ICF** is an international organization that certifies professional coaches. When applying for certifications, the coach may be asked for a log of their coaching hours, which may include Client's contact information and number of coaching hours. No other personal information or any information concerning the contents of coaching will ever be required by or provided to ICF.

### **Video sessions**

Primarily via **FaceTime or Zoom**. Client can request other platforms if necessary, like GoogleMeet or WhatsApp Video call.

Client will ensure they are in a **quiet place with no distractions**. When working remotely, extra care needs to be taken to create the appropriate space for Client to talk freely. The Coach ensures a high quality **internet connection** on their end. It is Client's responsibility to ensure one on their's. Client will communicate to coach if they are having trouble with the connection.

Headphones may help with sound quality.

### **Cancelling and rescheduling sessions**

Cancellations must be made **24 hours before** the start of the session via Calendly or WhatsApp: no cancellation fee will be charged.

Cancellations **less than 24 hours:** a cancellation fee of 89,00 € will be charged to compensate for the last-minute change. Client may discuss with Coach if they would rather use one of the included sessions to compensate for the missed session, instead of paying the fee.

Calendly sends reminders, but Client is responsible for keeping track of their own sessions and rescheduling well in advance. **Reschedule** using the link in the Calendly Confirmation Email - or by asking for other scheduling options from Coach via WhatsApp.

### Phone Support

In programs that include phone support:

Client can call, text or leave a voicenote on WhatsApp in between sessions. Depending on when Client is scheduled for next session, the coach will do their best so schedule in a **quick (10-15min) call** if necessary. Coach will get back to Client typically within 12 hours on weekdays. Coach does not check messages on the weekend or late at night. Client can also move up the next session by using the Reschedule-link in their email. The Coach will let Client know in advance of possible periods of time of over 3 days, when they are not available during the coaching process.

In **crisis situations**, Client understands to turn to a 24h mental health hotline within their area.

### Extra resources

*Level 3 Big Shift* -program includes weekly extra resources that client can utilize if they wish. Coach will send a varying resource via email or WhatsApp - eg. a book or a podcast recommendation, extra thought provoking questions, journaling prompts or exercises, or a video with tips on mental performance. In *Level 4 Beyond Potential* -program, these resources are tailored to the specific client, to serve their unique needs during the week. These resources are optional for Client to use, not necessarily a significant component of the coaching partnership.

### Recap & Review

For Level 2-4 coaching partnerships (*Evolve Method, Big Shift & Beyond Potential*) the last session is a Recap & Review on the client's growth process and is an important part of the coaching process. The goal is to further enhance the lessons that have been available to the client and **find clarity and direction in the bigger picture**. It facilitates the client to consciously decide what they are taking with them from the coaching experience. It's important to also evaluate and **end the coaching partnership** in a healthy way or decide to extend coaching and plan the next steps moving forward.

### Conflict of interest

The Client understands that due to the nature of the coaching business especially in sports, the Coach may simultaneously be coaching other athletes competing in the same sport or opposing teams. The coach will immediately let the Client know, if there are any conflicts of interest that could in any way harm the coaching relationship.

### **Coaching vs. Therapy**

Client understands coaching is not therapy and is **not to be used as a substitute for mental health treatment** like psychotherapy, mental health care, substance abuse treatment, or other professional advice by legal, medical or other qualified professionals.

It is Client's responsibility to seek such independent professional guidance as needed. The coach will also bring to discussion if it seems that coaching is not the correct modality of support, and can refer Client to other professionals. In these cases, termination and possible refunds of coaching fees will be discussed together.

If Client is currently under the care of a mental health professional, it is recommended that the Client inform the mental health care provider of the nature and extent of the coaching relationship.

### **Underage clients**

**The guardian** of the underage client needs to contact the coach via email **before** booking the first session. Game Grit's coaching partnerships are best suited for young adults and adults. However, athletes and other young clients above the age of 16 may join the coaching program, with these exceptions discussed with the Coach in advance. After a few sessions, if it seems that this coaching partnership is not the right fit for an underage client, the coaching engagement may be mutually discontinued.

A confidential, safe partnership is a priority with underage clients also. Guardian of the underage client will always be informed of anything they should be aware of regarding the well-being of their child.

### **Coaching materials**

All exercises and other materials are for personal use only and may not be passed on (Game Grit copyright).

### **Payment Plans**

*a) Payment in full:* if you choose this option when purchasing, the one payment includes all fees for the chosen coaching engagement.

*b) Monthly payments:* You will make the first payment in the Online Shop when you purchase the program, and the rest of the monthly payments will be due on the **1st of each following month.**

c) *Bi-monthly payments*: You will make the first payment in the Online Shop when you purchase the program, and the rest of the bi-monthly payments will be due on the **1st of every other following month**.

Client is responsible for going to Online Shop to make the monthly or bi-monthly payments by the due dates.

If Client has not made the required payments in the Online Shop ([gamegrit.fi](http://gamegrit.fi)) by the due date, the coach has the right to cancel your coaching sessions until those payments have been made. Game Grit also has the right to bill you for any payments that are due that you have not made online.

If you would rather pay for coaching through a **PDF invoice via email**, let your coach know well in advance before your next payment is due.

Scroll down for some *payment plan examples* or contact via email for more information.

### **Booking sessions**

Before purchasing, it is advised to take a look at scheduling at [Calendly](#) to be aware of when the next *First sessions* are available. The coach will do their best to provide clients with session times that work for them throughout the coaching engagement. Be mindful that Coach is in **EEST time zone**. Coach is not responsible for providing other time slots than the ones that are publicly available on Calendly.

Client can book a few sessions in advance if they wish, using the Next session -option on Calendly. Book within the frequency of meetings that is described in your coaching program. Usually next sessions are **scheduled together at the end of each session**.

### **Number of sessions & Extra sessions**

Each coaching program includes a **certain amount of coaching sessions** that is clearly stated in the product description when purchasing coaching services. Client is responsible for making sure they use all the included sessions within the time frame of the program. If client has not used all the sessions and has not requested a different timeline with the coach, the unused sessions cannot be booked after the coaching engagement according to the timeframe of the purchased program has ended.

If at any point the Client feels an **extra session** would be helpful, they may purchase it in the Online Shop and book it on Calendly, or ask for scheduling options via WhatsApp. When purchasing, choose the correct pricing option according to the coaching program you are in. Take into consideration that **scheduling options on short notice are limited**.

Other coaching services or consultations that are not included in the contract or coaching program will be agreed upon separately. Pricing for consumer customers starts at 250€ /h.

### **Breaks during the coaching engagement**

Breaks in the coaching process are not recommended. If due to sickness or other difficult circumstances Client is not able to attend coaching sessions within the timeframe and frequency of the coaching plan, client may discuss with coach directly if a temporary suspension of sessions can be arranged.

If your program extends over the months of June, July and August, please take note: Coach Mirjam Wallin will be on **summer break** each year for approximately 4 weeks, typically during the month of July. Coach will discuss with you in advance the specific details of the break and how to best work around it within your coaching engagement. The sessions will resume right after the summer break. The break does not affect the payment schedule.

### **Discontinuing coaching**

If challenges or issues arise within the coaching partnership, or the client or coach are not able to commit to and follow the terms and conditions of this contract, it is recommended to **discuss openly possible changes to improve the quality of the partnership** to continue with the coaching engagement.

The client always has the **right to terminate the coaching contract** and discontinue coaching. There is a compensating **20 % early termination fee** for the remaining monthly payments of the coaching engagement. If the client has already paid the coaching in full, they will receive a refund for the remaining sessions that have not been held, with the 20 % termination fee having been deducted from the refund. If Client has chosen a payment plan, the 20 % termination fee will be billed via email invoice.

If the coach must suspend the coaching process, only sessions held before the discontinuation will be charged, and the client will receive a refund for the sessions that have not been held.

If coaching gets discontinued, it is highly recommended to use one of the sessions included in the program to have a **Closing session**, to end coaching in an appropriate way that supports the Client's growth and progress so far.

### **Limited Liability**

Except as expressly provided in this Agreement, the Coach makes no guarantees, representations or warranties of any kind or nature, expressed or implied with respect to the coaching services negotiated, agreed upon and rendered. In no event shall the Coach be liable to the Client for any indirect, consequential or special damages. Notwithstanding any damages that the Client may incur, the Coach's entire liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Coach under this Agreement for all coaching services rendered through and including the termination date.

## About online purchases

Game Grit sells **coaching services online to consumer customers** over the age of 18. These terms and conditions apply to all coaching services purchased on the website [www.gamegrit.fi](http://www.gamegrit.fi).

The content and price for each coaching service is described in the **product description**, and all other details can be found on the [Programs -page](#) as well as in [FAQ](#). We reserve the right to make changes in pricing or product content, so please always check the product description and price before you add it to your cart and place an order. The price includes possible taxes (VAT 24%).

Game Grit is based in Finland, and **prices are in EUR**. Unfortunately, the Online Shop platform does not support previewing pricing in other local currencies at the moment. You can use currency conversion online (search on google) to confirm the approximate price of coaching. When you make a purchase, your credit card company will automatically convert the currency and **make the appropriate deduction** from your account.

Coaching services are all **provided online as video call coaching sessions**. We do not sell any physical products at the moment that would require any shipping costs.

When you choose a coaching service and pay for your cart, you are **agreeing to all the above mentioned terms and conditions** regarding online purchases and the coaching services provided.

You can pay for the coaching service with **Payment plans** described in the Product's description. When you are making the first or full payment, you will see all payment options that Stripe as the payment processor provides for you, like Credit Card or ApplePay.

You will get an **order and payment confirmation via email**, so make sure you provide the correct email address when purchasing coaching services. If for some reason we cannot receive or follow through on your order, we will let you know via email as soon as possible.

## Cancelling & Refunds

You have **14 days to cancel your order** for the coaching service. If you have already booked session(s) during the cancellation period, a **booking compensation of 50%** of the price per session in your program will be deducted from the money refunded to you after cancelling. If you have already had session(s) during the cancellation period, the price for these sessions according to the pricing of your coaching program will be deducted from the money refunded to you.

After the cancellation period is over, there are no refunds for the payments you have made towards your coaching program, except in the cases explained above "Discontinuing Coaching".

**Other products:** Game Grit does not sell any digital or physical products at the moment.

All **disagreements** will primarily be discussed together to find a solution that is equally fair to both parties. It is highly recommended that you discuss all possible issues right away with your coach, or contact customer service at [info@gamegrit.fi](mailto:info@gamegrit.fi).

Game Grit wants to provide all clients with a satisfying experience and is always open to discuss and resolve issues if you are unhappy with the coaching service. If the disagreement cannot be resolved, client can contact Consumer Advisory Services.

Let's work together for an amazing and effective coaching partnership!

### *Payment Plan Examples*

a) You purchase Light Up -coaching (4 months) with **monthly payments** on December 4th. The Coaching engagement will end on April 4th. You will make the first monthly payment in the Online Shop with your initial purchase, and the other 3 payments will be due on the 1st of each month: 1st of January, 1st of February and 1st of March. Your 5 sessions will be held within the time frame of Dec 4- Apr 4.

b) You purchase Evolve Method coaching (7 months) with **bi-monthly payments** on November 25th. The coaching engagement will end on June 25th. You will make the first bi-monthly payment in the Online Shop with your initial purchase, and the other 2 payments will be due 1st of January and 1st of March. Your 10 sessions will be held within the time frame of Nov 25th- June 25th.

c) You purchase Big Shift coaching (8 months) on November 10th with **monthly payments**. The coaching engagement will end 10th of August, because it will **include the summer break**. You will make the first monthly payment in the Online Shop with your initial purchase, and the other 7 payments will be due on the 1st of Dec, Jan, Feb, Mar, Apr, May and June. Your 15 sessions will be held within the time frame of Nov 10- Aug 10.

d) You purchase Beyond Potential (9 months) with **monthly payments** on January 15th. The Coaching engagement will end on November 15th, because it will **include the summer break**. You will make the first monthly payment in the Online Shop with your initial purchase, and the other 8 payments will be due on the 1st of Feb, Mar, Apr, May, June, July, Aug and Sept. Your 25 sessions will be held within the time frame of Jan 15th- Nov 15th.

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### **Customer service**

Please contact us primarily **via email** at [info@gamegrit.fi](mailto:info@gamegrit.fi) and we will get back to you as soon as possible.

You can also message us on **WhatsApp** +358 44 5933 125.

At the moment our ability to provide customer service via phone calls is limited, but we will do our best to return your call when we can.

### **Company information**

Game Grit  
FI27749804  
Eerik Pommerilaisen Ranta 14 as 30  
Turku 20810, Finland