

Consumer Terms and Conditions

Dimension H&S Ltd | trading as | Coaching Dimensions

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Trading Name Notice

These Consumer Terms and Conditions are issued by Dimension H&S Ltd (registered in England and Wales, Company No. 14308206), trading as Coaching Dimensions. Coaching Dimensions is not a separate legal entity. All contracts, liabilities and legal obligations rest solely with Dimension H&S Ltd. References to “we”, “us” or “our” in these Terms mean Dimension H&S Ltd t/a Coaching Dimensions.

1.0 About These Terms

- 1.1 These Terms and Conditions govern your purchase of and access to our Services as an individual consumer. They apply to all purchases made directly through our website(s), including one-time purchases and subscription-based access.
- 1.2 These Terms apply to you if you are an individual purchasing primarily for personal use or for purposes outside your trade, business, craft or profession, as defined under the Consumer Rights Act 2015.
- 1.3 If you are purchasing on behalf of a business, our separate Business Terms and Conditions apply. Please contact us if you are unsure which apply to you.
- 1.4 By completing a purchase or registration on our website, you confirm that you have read, understood and agree to these Terms. We recommend you save or print a copy for your records.
- 1.5 We reserve the right to update these Terms from time to time. Where we make material changes, we will notify you in advance of the changes taking effect, giving you a reasonable opportunity to review them. If you do not wish to accept the updated Terms, you may cancel your account or Subscription before the changes take effect without penalty. Continued use of the Services after the effective date of any changes will constitute your acceptance of those changes.

2.0 Definitions

“**Business Day**” means any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in England.

“**Coaching Dimensions**” means the trading name under which Dimension H&S Ltd provides coaching, mentoring, leadership and management development, public speaking, podcast content, and online learning services.

“**Consumer**” means an individual purchasing Services primarily for personal use outside their trade, business, craft or profession.

“**Digital Content**” means any course, module, recording, resource, template, webinar, podcast or other material delivered electronically.

“**Services**” means all coaching, mentoring, learning, training, digital content and related services offered through our website(s) under the Coaching Dimensions name.

“**Subscription**” means a recurring payment arrangement giving access to Services or Digital Content for a rolling period, which renews automatically unless cancelled.

“**Website**” means any website operated by Dimension H&S Ltd under the Coaching Dimensions brand.

3.0 Our Services

- 3.1 We offer the following types of Services, as described on our website at the time of purchase: individual and group coaching sessions; mentoring programmes; leadership and management development content; online courses and Digital Content; podcast content and resources; live webinars and virtual events; and subscription-based platform access.
- 3.2 All Services are subject to availability. We reserve the right to withdraw, modify or substitute any Service, provided we notify you in advance and offer you a reasonable alternative or a full refund if the alternative is not acceptable to you.

- 3.3 Coaching, mentoring and development services do not constitute counselling, psychotherapy, medical advice, legal advice or financial advice. Outcomes are dependent on your engagement, effort and circumstances and cannot be guaranteed.
- 3.4 We will deliver Services with reasonable care and skill in accordance with the Consumer Rights Act 2015.

4.0 Purchasing and Payment

- 4.1 All prices are displayed on our website and are inclusive of VAT where applicable. We will confirm the total price, including any applicable taxes, before you complete your purchase.
- 4.2 Payment is required at the point of purchase. We accept payment by the methods displayed on our website. All transactions are processed securely.
- 4.3 We will not share your payment card details with any third party other than our payment processor for the sole purpose of processing your transaction.
- 4.4 We reserve the right to change our prices. Price changes will not affect purchases already made. For Subscriptions, we will give you reasonable advance notice of any price increase before your next renewal date, and you will have the right to cancel before the new price takes effect.
- 4.5 In the event of a pricing error on our website, we are not obliged to provide the Service at the incorrect price and will contact you to offer the correct price or a full refund.

5.0 Subscriptions

- 5.1 Where you purchase a Subscription, you will be charged the applicable fee at the start of each billing period. Your Subscription will renew automatically at the end of each billing period unless you cancel before the renewal date.
- 5.2 We will send you a reminder notice before your Subscription renews, giving you reasonable opportunity to cancel before being charged for the next period.
- 5.3 You may cancel your Subscription at any time through your account settings on our website. Cancellation will take effect at the end of your current billing period. You will retain access to the Services until that date.
- 5.4 Cancellation of your Subscription does not automatically entitle you to a refund of fees already paid for the current billing period, except where you cancel under your cooling-off rights (see Clause 6) or where we are in breach of these Terms.
- 5.5 We will not make it difficult or unnecessarily complex for you to cancel. The cancellation process will be no more difficult than the sign-up process.
- 5.6 Free trials, where offered, will be clearly described at sign-up, including the trial duration, the price that will apply after the trial ends, and how to cancel before being charged. If you do not cancel before the trial ends, you will be charged the applicable Subscription fee.
- 5.7 We will notify you before any free trial or discounted introductory period ends, giving you the opportunity to cancel before full charges begin.

6.0 Your Right to Cancel — Cooling-Off Period

- 6.1 You have the right to cancel your purchase within 14 calendar days of the date on which the contract is concluded, without giving any reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

- 6.2 Important — Digital Content:** If you purchase Digital Content and request immediate access, we will ask you to expressly acknowledge that by accessing the content before the 14-day period ends, you agree to waive your right to cancel. If you waive this right and then access the content, you will not be entitled to a refund under your cooling-off rights. This does not affect your rights under Clause 7 if the content is faulty or not as described.
- 6.3 Coaching and mentoring sessions:** If you book a session to take place within the 14-day cooling-off period, we will ask for your express consent to begin the service before the period ends. If the service is fully performed with your consent, your right to cancel will be lost. If only partly performed, you may cancel but we may charge a proportionate amount for the service delivered.
- 6.4** To exercise your right to cancel, you must notify us clearly before the 14-day period expires by email to melissa@dimensionhs.co.uk or by writing to our registered address. We will acknowledge receipt promptly.
- 6.5** If you are entitled to a refund, we will process it within 14 days of receiving your cancellation notice, using the same payment method as your original purchase.

7.0 Your Statutory Rights

- 7.1** Under the Consumer Rights Act 2015, you have the right to Services that are performed with reasonable care and skill, and Digital Content that is of satisfactory quality, fit for purpose and as described.
- 7.2** If a Service does not meet these standards, you may be entitled to: a repeat performance at no additional cost; or a price reduction or full refund where repeat performance is not possible or has not put things right within a reasonable time.
- 7.3** If Digital Content is faulty, not as described, or not of satisfactory quality, you may be entitled to a repair or replacement, or a full or partial refund.
- 7.4** These statutory rights are in addition to any other rights set out in these Terms. We will never attempt to exclude or restrict your statutory rights.

8.0 Our Liability to You

- 8.1** We are responsible to you for foreseeable loss and damage caused by our breach of these Terms or our negligence.
- 8.2** We are not responsible for loss or damage that is not foreseeable, or for any loss resulting from your failure to follow our reasonable instructions or guidance.
- 8.3** We do not exclude or limit our liability to you where it would be unlawful to do so. This includes our liability for: death or personal injury caused by our negligence; fraud or fraudulent misrepresentation; any breach of your statutory rights under the Consumer Rights Act 2015; or any other matter where exclusion is prohibited by law.
- 8.4** As a consumer, you have certain rights that go beyond our contractual obligations to you. Nothing in these Terms affects those rights.

9.0 Intellectual Property

- 9.1** All Digital Content, course materials, recordings, podcast content, templates, frameworks and other materials made available to you remain the intellectual property of Dimension H&S Ltd. Your purchase gives you a personal, non-transferable licence to access and use that content for your own personal development only.
- 9.2** You must not copy, reproduce, distribute, resell, sub-licence, share your login credentials or otherwise exploit any content without our prior written consent.
- 9.3** Sharing access with others or using our content for commercial purposes (including training others) without our consent constitutes a breach of these Terms and legal action may be taken.

10.0 Your Account

- 10.1** To access certain Services you will need to create an account. You are responsible for keeping your login details confidential and for all activity under your account.
- 10.2** Please notify us immediately if you believe your account has been accessed without your authorisation.

- 10.3** We reserve the right to suspend or close your account if you breach these Terms or use the Services in a manner that is unlawful, abusive or harmful to others.

11.0 Data Protection and Privacy

- 11.1** Our full Privacy Policy is available on our website and should be read alongside these Terms.
- 11.2** We process your personal data in accordance with: (a) the UK General Data Protection Regulation (UK GDPR), being Regulation (EU) 2016/679 as retained in UK law, as amended by the Data (Use and Access) Act 2025, applicable to UK-based consumers; and (b) the EU General Data Protection Regulation (EU GDPR, Regulation (EU) 2016/679), applicable where we offer services to individuals based in the European Economic Area (EEA).
- 11.3** The European Commission renewed its UK adequacy decision on 19 December 2025, meaning personal data may continue to flow freely between the UK and EEA under this decision for its duration. We will maintain appropriate safeguards if this position changes.
- 11.4** We will never sell your personal data to third parties. We may share your data with trusted third-party service providers solely to deliver our Services, on the basis of appropriate data processing agreements.
- 11.5** You have rights in respect of your personal data, including the right to access, correct, delete, restrict or object to processing. To exercise these rights, please contact us using the details in Clause 15. UK-based individuals may direct complaints to the ICO (ico.org.uk). EEA-based individuals may direct complaints to their local Data Protection Authority.
- 11.6** We will not use any data you provide to us to train, fine-tune or improve artificial intelligence models without your express prior consent.

12.0 Your Consumer Rights in Your Own Country

- 12.1** If you are based outside the United Kingdom, you may benefit from additional mandatory consumer protection rights under the laws of your own country that we cannot exclude by contract.
- 12.2** Nothing in these Terms removes or limits any rights you have as a consumer under the mandatory laws of the country in which you are habitually resident, including any rights under EU consumer protection law if you are based in the EEA.
- 12.3** These Terms are governed by the laws of England and Wales. However, if you are a consumer in the EEA, you retain the benefit of any mandatory consumer protections afforded to you under the laws of your country of residence, and those protections will apply to the extent they offer you greater rights than English law.

13.0 Complaints and Dispute Resolution

- 13.1** If you are unhappy with any aspect of our Services, please contact us using the details in Clause 15. We will acknowledge your complaint within 5 Business Days and aim to resolve it within 28 days.
- 13.2** If we cannot resolve your complaint, you may seek independent advice from Citizens Advice (citizensadvice.org.uk), or refer the matter to an alternative dispute resolution scheme. We will provide details of any applicable scheme upon request.
- 13.3** If you are an EEA-based consumer, you may also access the EU Online Dispute Resolution platform at ec.europa.eu/consumers/odr.
- 13.4** Nothing in these Terms prevents you from taking legal action. You may always bring a claim in the courts of England and Wales. If you are a consumer resident in another country, you may also have the right to bring proceedings in the courts of your country of residence.

14.0 General

- 14.1** If any provision of these Terms is found to be unlawful or unenforceable, that provision shall be severed and the remainder shall continue in full force.
- 14.2** Our failure to enforce any right under these Terms does not constitute a waiver of that right.

14.3 These Terms constitute the entire agreement between you and us in respect of your use of the Services and supersede any prior terms accepted by you in respect of the same Services.

14.4 We may transfer our rights and obligations under these Terms to another organisation, for example in a business reorganisation. We will notify you if this happens. Your rights under these Terms will not be affected.

15.0 Contact Us

Dimension H&S Ltd t/a Coaching Dimensions

Registered in England and Wales · Company No. 14308206

Civic Centre, Millgate, Wigan, WN1 1BH

Email: melissa@dimensionhs.co.uk

Website: www.dimensionhs.co.uk

Data protection queries: melissa@dimensionhs.co.uk

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Registered in England and Wales · Company No. 14308206 · All legal obligations rest with Dimension H&S Ltd