

Terms & Conditions

Last Updated: September 18, 2026

These Terms and Conditions (“Terms”) constitute a legally binding agreement between you (“Client,” “you,” or “your”) and PerspEQtive Coaching (“Company,” “we,” “us,” or “our”), operated by Karrie Anderson, located in Fairfax, Virginia. By booking or participating in our services, you confirm that you have read, understood, and agree to be bound by these Terms.

1. Description of Services

PerspEQtive Coaching provides professional emotional intelligence coaching services, including individual in-person sessions, group workshops, educational resources, and tailored developmental programs. Our services focus on developing key competencies such as self-awareness, emotional regulation, empathy, and interpersonal effectiveness. These offerings are strictly educational and developmental in nature. They do not constitute therapy, psychological counseling, medical advice, or any form of clinical treatment, nor do we diagnose or treat mental health conditions.

We offer complimentary initial consultations to prospective clients. These sessions help us understand your goals and assess the suitability of our coaching services.

2. Client Eligibility and Responsibilities

Clients must be at least eighteen (18) years of age. You agree to participate actively, honestly, and fully in the coaching process. You acknowledge that you retain complete responsibility for your personal decisions, actions, and outcomes. Coaching results are not guaranteed and depend primarily on your commitment and application of the principles discussed.

3. Scheduling and Session Conduct

All sessions are conducted in person at mutually agreed-upon locations. Session duration is flexible and determined based on the client's specific needs. Cancellations or rescheduling requests must be submitted at least twenty-four (24) hours in advance. We reserve the right to reschedule or terminate any session in cases of repeated tardiness, inappropriate conduct, or breach of professional boundaries.

4. Fees and Payment Terms

Service fees are detailed on our website or in your service agreement. Initial consultations are provided at no cost.

To secure a paid coaching session or package, a non-refundable deposit of twenty-five percent (25%) of the total fee is required at the time of booking. The remaining balance is due no later than forty-eight (48) hours prior to the scheduled session.

Payments are processed securely through Stripe. We accept major credit and debit cards (Visa, Mastercard, American Express, Discover) and ACH bank transfers. Cash may be accepted for in-person balances at our discretion. All payments, including deposits, are non-refundable except as expressly agreed in writing by the Company. Late payments may incur additional fees or result in session cancellation.

5. Confidentiality

We maintain the strict confidentiality of all information shared during coaching sessions, in accordance with applicable laws. Exceptions may apply where disclosure is required by law (e.g., to prevent imminent harm to yourself or others) or with your explicit written consent.

6. Intellectual Property

All content on the PerspEQtive Coaching website, along with coaching materials, frameworks, recordings, workbooks, and proprietary information, is protected by intellectual property laws and remains the exclusive property of the Company. No part of this website or its materials may be reproduced, distributed, modified, or transmitted without our prior written authorization. You are granted a limited, non-transferable license for personal, non-commercial use only.

7. No Recordings

Clients are prohibited from audio or video recording any coaching session without the Company's prior written consent.

8. Limitation of Liability

To the fullest extent permitted by law, the Company's total liability arising from or related to the provision of services shall not exceed the total amount paid by you for the specific services at issue. We shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including loss of opportunity or emotional distress.

9. Indemnification

You agree to indemnify and hold harmless PerspEQtive Coaching, its owner, and representatives from any claims, liabilities, damages, or expenses (including reasonable attorney fees) arising from your actions or decisions following participation in our services.

10. Force Majeure

Neither party shall be liable for delays or failures in performance resulting from events beyond reasonable control, such as illness, severe weather, or natural disasters.

11. Termination

Either party may terminate the coaching relationship with reasonable notice. We reserve the right to discontinue services immediately for non-payment, material breach of these Terms, or concerns regarding safety or professional boundaries.

12. Governing Law and Dispute Resolution

These Terms shall be governed by the laws of the Commonwealth of Virginia. Any disputes shall first be addressed through good-faith mediation before pursuing litigation in the courts of Fairfax County, Virginia.

13. Entire Agreement

These Terms constitute the entire agreement between the parties and supersede all prior understandings.

14. Modifications

We may update these Terms periodically. Continued use of our services after modifications constitutes your acceptance of the revised Terms.

For questions, please contact us at kar@perspectivecoaching.com.