



# Terms of Service (Talent Coaching Ltd)

**Last updated:** 02 January, 2026

These Terms of Service ("Terms") govern your access to and use of the website **gomesmathew.com** (the "Site") and the purchase or use of coaching and education services provided by **Talent Coaching Ltd** ("we", "us", "our"). By using the Site, booking a call, purchasing a programme, or receiving services, you agree to these Terms.

## 1) Who we are

**Company:** Talent Coaching Ltd (United Kingdom)

**Director:** Mathew Gomes

**Contact email:** mathew@talentcoach.pro

**Website:** gomesmathew.com

## 2) Scope of services

We provide **coaching and education** related to functional health, nutrition, lifestyle, behaviour change, and longevity, delivered online and/or in other agreed formats ("Services"). Services may include: discovery/diagnostic calls, coaching sessions, programme delivery, educational resources, action plans, messaging/email support (if included), and review of information you provide (e.g., symptoms, lifestyle, lab results).

**We do not provide medical care.** We do not diagnose disease, prescribe medication, or provide emergency services. Coaching is not a substitute for medical advice, diagnosis, or treatment.

## 3) Medical disclaimer and safety

- You should consult your GP/physician for diagnosis, medication decisions, and medical treatment.
- If you have symptoms suggesting an urgent condition (e.g., chest pain, shortness of breath, stroke symptoms, severe mental health crisis), seek emergency care immediately.
- You remain responsible for your health decisions. Any changes to medication must be made only by your prescribing clinician.
- If you are pregnant, have an eating disorder history, are under active specialist care, or have complex conditions, you must disclose this so we can confirm whether coaching is



appropriate.

#### **4) Coaching relationship and ethics-style commitments**

We aim to operate in line with widely recognised coaching professionalism standards: clear agreements, agreed confidentiality boundaries, conflicts-of-interest management, and the client's right to end coaching.

Coaching outcomes depend on many factors including your consistency, circumstances, and medical context; therefore, we do not guarantee specific results.

#### **5) Free discovery call (what it is and isn't)**

If offered, the "Free Discovery Call" is a brief introductory conversation (typically ~30 minutes) intended to:

- understand your goals and key concerns at a high level, and
- determine whether coaching may be a fit.

It is not a full assessment, not medical advice, and not a diagnosis.

#### **6) Client responsibilities**

To get value from coaching, you agree to:

- provide accurate information and disclose relevant health history and medications,
- use common sense and stop any activity that feels unsafe,
- follow up with your clinician for medical issues,
- respect boundaries, scheduling, and communications etiquette, and
- use educational materials responsibly.

#### **7) Programmes, duration, and inclusions**

Programme options (e.g., one-off, 3, 6, or 12 months) and what is included (sessions, messaging support, resource access, testing review, etc.) will be described on the Site and/or in a written proposal or checkout page. Where there is any conflict, the written proposal/checkout description controls.



## 8) Functional testing and third-party providers

If you choose to undertake functional testing:

- tests are purchased through third-party labs/providers (or your clinicians),
- you are responsible for lab fees unless we explicitly include them,
- turnaround times are controlled by third parties, and
- results are used to support coaching and education, not to diagnose disease.

## 9) Coordination with medical practitioners

Where you request it, we can coordinate with your medical practitioner(s) by providing summaries or context **only with your written consent**. Medical practitioners remain responsible for diagnosis and prescribing.

## 10) Fees, payment, and subscriptions

Prices are shown on the Site or in your proposal/checkout. Payments may be:

- paid in full, or
- paid by instalment/subscription (if offered).

You authorise us (and our payment processor) to take payments as agreed. You are responsible for any bank charges, currency conversion fees, or failed payment fees charged by your provider.

## 11) Cancellations, rescheduling, and missed sessions

**Sessions:**

- You may reschedule a session with at least **[48] hours** notice (or your stated policy).
- Late cancellations or no-shows may be forfeited and charged as delivered (unless we agree otherwise).

**Programmes:**



- Because programmes involve reserved time and access to materials, refunds are limited. Your specific refund terms will be stated at purchase/checkout and apply to your programme.

## 12) UK consumer cancellation rights (online sales)

If you are a **UK/EEA consumer** purchasing online, you generally have a **14-day cooling-off period** for many distance contracts, subject to exceptions and conditions (including when services begin during the cooling-off period).

Where you request that services (or access to digital content) begin immediately, you may be asked to confirm that you understand your statutory rights may change once performance begins (as described at checkout).

*(If you sell globally, you may also have local consumer law obligations in the client's country. These Terms do not exclude mandatory rights that apply.)*

## 13) Chargebacks and payment disputes

If you believe a payment is incorrect, contact us first at **[billing email]** so we can resolve it. Unjustified chargebacks may result in suspension of services and recovery of costs incurred.

## 14) Intellectual property (materials and content)

All Site content, materials, documents, videos, frameworks, and programme resources are owned by Talent Coaching Ltd or licensed to us and are protected by intellectual property laws.

You receive a personal, non-transferable licence to use materials for your own personal use. You may not copy, share, resell, or distribute materials without written permission.

## 15) Confidentiality

We treat coaching communications as confidential and do not share your information without your consent, except where:

- required by law,
- there is a serious safeguarding concern (risk of serious harm), or
- necessary to enforce these Terms or defend legal claims.

Coaching confidentiality is professional confidentiality and may not be the same as legally privileged communications (e.g., solicitor-client).



## **16) Privacy and data protection**

How we collect and use personal data is set out in our **Privacy Policy** [link]. We process personal data in accordance with UK GDPR and related UK law. (Your Privacy Policy should include international transfers and tools used.)

## **17) Testimonials and marketing use**

We will not publish identifiable testimonials, case details, or before/after information without your explicit consent. If you consent, you can withdraw that consent for future use (materials already published may remain).

## **18) Technology, recordings, and online delivery**

Services may be delivered via video, phone, and online platforms. We do not record sessions unless agreed in advance and you give explicit consent. You are responsible for having suitable internet access and a private environment.

## **19) Third-party links and resources**

We may share third-party resources (articles, supplements, labs, devices, services). We are not responsible for third-party content, availability, or performance. Any purchase you make is between you and that third party.

## **20) No guarantees**

Coaching results vary. We do not guarantee specific outcomes, timelines, biomarker changes, or medical results. Any examples are illustrative only.

## **21) Limitation of liability**

To the maximum extent permitted by law:

- We are not liable for indirect or consequential losses (including loss of profit, business, or opportunity).
- Our total liability for any claim related to Services is limited to the fees you paid for the Services in the **[3] months** preceding the event giving rise to the claim (or another cap you choose).  
Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under law.



## 22) Indemnity

You agree to indemnify and hold us harmless from claims arising from your misuse of Services/materials, violation of these Terms, or unlawful conduct.

## 23) Termination

You may stop coaching at any time. We may suspend or terminate services if:

- you breach these Terms,
- payments fail or are disputed in bad faith, or
- your behaviour is abusive, unsafe, or inappropriate.

Any outstanding fees remain payable. Any refund rights you have under consumer law are unaffected.

## 24) Complaints and dispute resolution

If you have a concern, contact **[support email]**. We aim to respond within **[7–14] days** and resolve issues fairly. If a dispute cannot be resolved informally, the parties will consider mediation before court where appropriate.

## 25) Governing law and jurisdiction

These Terms are governed by the laws of **England and Wales**. The courts of England and Wales have exclusive jurisdiction, except where mandatory consumer protection laws in your country require otherwise.

## 26) Changes to these Terms

We may update these Terms from time to time. The “Last updated” date will change. If changes materially affect your programme, we will take reasonable steps to notify you.

## 27) Contact

**Talent Coaching Ltd**

Email: [mathew@talentcoach.pro](mailto:mathew@talentcoach.pro)