

Terms of Use

Schema Coaching Academy — website, Patterns at Work, and programme enrolment

Last updated: 25 August 2026

1. Who we are and what these terms cover

These terms of use ("Terms") govern your use of **schemacoachingacademy.com** (the "Website"), the free reflective tool published as **Patterns at Work** (the "Tool"), and your enrolment on any training programme, seminar or course we offer (each a "Programme").

The Website, the Tool and the Programmes are operated by **Schema Solutions Ltd**, a company registered in England and Wales under company number 14025595, whose registered office is at Harben House, Harben Parade, Finchley Road, London NW3 6LH, United Kingdom ("we", "us", "our", the "Academy").

"Schema Coaching Academy" is a trading name of Schema Solutions Ltd.

You can contact us at hello@schemacoachingacademy.com.

By accessing the Website, using the Tool, or enrolling on a Programme, you agree to these Terms. If you do not agree to them, please do not use the Website, the Tool or our Programmes.

2. Changes to these terms

We may amend these Terms from time to time. The version in force is the one published on the Website at the moment you use it, and the date at the top shows when it was last changed. Where a change materially affects a Programme you have already paid for, we will tell you before it takes effect, and the terms you agreed at the time of booking will continue to apply to that Programme.

3. Using the Website

You may use the Website for your own lawful, personal or internal business purposes. You must not:

- use the Website in any way that breaches any applicable law or regulation;
- attempt to gain unauthorised access to the Website, its servers, or any system or database connected to it;
- introduce any virus, trojan, worm, logic bomb or other material that is malicious or technologically harmful;
- scrape, harvest or systematically extract content or data from the Website, whether by automated means or otherwise, without our prior written consent;
- reproduce, republish, resell or exploit any part of the Website commercially, except as these Terms expressly permit.

We may withdraw or vary the Website, or restrict access to it, at any time. We do not guarantee that the Website will always be available or uninterrupted.

4. Patterns at Work — what the Tool is, and what it is not

This section is important. It applies whenever you use the Tool, and it applies equally to anyone you show your results to.

THE NATURE AND LIMITS OF THE TOOL

Patterns at Work is a reflective development tool. It is not a clinical assessment, a psychometric test, a psychological or medical diagnosis, or a screening instrument, and it does not identify, detect or exclude any mental health condition.

It has not been validated against any normative population. It reports no norms, percentiles or clinical cut-off scores, and the descriptive bands it displays are labels for presentation only, not statistical thresholds.

It must not be used to inform recruitment, hiring, promotion, redundancy, performance management, disciplinary processes, remuneration, or any other decision affecting a person's employment or engagement.

It is not a substitute for professional psychological, medical, or therapeutic advice, assessment or treatment. If it raises something that concerns you, that is a reason to consult a qualified practitioner, not a reason to act on it at work.

4.1 Permitted use

The Tool is designed to be completed by you, about yourself. You may use it for your own reflection and professional development, and you may share your own results with anyone you choose.

4.2 Prohibited use

You must not:

- administer the Tool to another person as though it were an assessment, screening or diagnostic instrument;
- require or pressure any employee, candidate, colleague or client to complete it, or to disclose their results;
- use it, or anyone's results from it, in connection with any employment decision as described above;
- present the Tool, or its output, as a clinical, psychometric or validated instrument, or as the product of a qualified psychological assessment;
- copy, adapt, translate, republish or incorporate the Tool or its items, scoring or results text into any other product, service or instrument, without our prior written consent.

4.3 No reliance and no liability for use

The Tool is provided free of charge and for general information and reflection only. To the fullest extent permitted by law, we accept no liability for any decision taken, or not taken, in reliance on it, or for any consequence of it being used contrary to section 4.2. You are responsible for how you use it and for any use you enable by others.

4.4 No data is stored by the Tool

In the version of the Tool published by us and linked from the Website, your responses are processed entirely within your own browser. They are not transmitted to us, and neither your responses nor your results are stored by us. If we later publish a version of the Tool that asks for an email address or otherwise records your responses, that version will say so clearly at the point of collection, and our Privacy Policy will explain what we do with the information.

5. Intellectual property

5.1 Our material

All content on the Website and in the Tool — including text, item wording, scoring logic, results copy, layout, graphics, logos and the name "Patterns at Work" — is owned by us or licensed to us, and is protected by copyright

and other intellectual property laws. You may view it, and print or download extracts for your own non-commercial reference, provided you do not modify them and you retain all proprietary notices.

5.2 Patterns at Work is our original instrument

Patterns at Work is an original instrument created by the Academy.

5.3 Third-party instruments

Where a Programme refers to, discusses or demonstrates a third-party instrument, that instrument remains the property of its owner. Nothing we provide grants you any licence, right or qualification to administer, reproduce, translate or distribute any third-party instrument, and any such use is a matter between you and the rights holder.

5.4 Programme materials

Slides, handouts, readings we supply, recordings and any other materials provided in connection with a Programme are licensed to you personally for your own learning and professional practice. You may not record any live session yourself, and you may not copy, share, upload, resell or distribute any Programme material — including any recording we supply — to any person who is not an enrolled participant, or use it to deliver training of your own, without our prior written consent.

6. Programmes — booking, fees and payment

A booking is a request to enrol. A contract between us is formed only when we send you a written confirmation of enrolment. We may decline any booking.

Fees are stated on the relevant Programme page and are payable in full at the time of booking unless we agree otherwise in writing. Fees are quoted and charged in **euro (EUR), US dollars (USD) or pounds sterling (GBP)**, as stated on the relevant Programme page and at checkout; the price and currency shown at checkout are the price and currency you will be charged. Where your card is denominated in another currency, conversion is performed by your bank or card issuer at its own rate, and any resulting charges are yours.

Payments are processed by Stripe. We do not receive or store your full card details. Your use of that provider is also subject to its own terms.

Where a discounted or early-bird fee is advertised, it applies only to bookings completed and paid before the stated deadline.

7. Programme delivery and changes

We will deliver the Programme substantially as described on the relevant Programme page. Session dates and times are published in advance and are shown in the time zones stated. Where daylight-saving changes fall within a Programme, local times may shift by one hour, and the calendar invitation will show each session correctly in your own time zone.

We may make reasonable changes to the timetable, the running order, or the identity of a facilitator, where necessary and where the change does not materially reduce the quality or content of the Programme. If we have to make a material change, or to cancel a Programme, we will tell you as soon as we can and you may choose between a transfer to the next available cohort or a full refund.

7.1 Session recordings

Live sessions are recorded. Recordings are made available to enrolled participants only, for 14 days after each session, after which access is removed. Recordings are provided for personal revision and for catching up on a missed session; the restrictions in section 5.4 apply to them, and you may not download, copy or share them.

Because sessions are interactive, other participants may be visible and audible in a recording. By taking part in a session with your camera or microphone on, you accept that. If you prefer not to appear, you may keep your camera off and contribute through the chat.

We retain our own master copies of recordings for 90 days after the Programme ends, for quality assurance and for resolving any dispute, after which they are deleted. Our Privacy Policy contains the corresponding retention entry.

8. Cancellation, refunds and your right to withdraw

8.1 Statutory right to cancel

If you are a consumer resident in the United Kingdom or the European Union, you have the right to cancel your booking within 14 days of the date we confirm your enrolment, without giving any reason. To exercise it, tell us in a clear statement — an email to hello@schemacoachingacademy.com is enough — before the 14 days expire.

If you ask us to begin providing the Programme during that 14-day period, and the Programme does begin, you may still cancel, but we may charge you a proportionate amount for what has been supplied up to the point you told us. If the Programme has been fully performed during that period, the right to cancel is lost.

Where you cancel within the period, we will refund you within 14 days of being told, using the same means of payment you used, less any proportionate amount properly charged under the paragraph above.

8.2 Our cancellation and transfer terms

Outside the statutory period described in section 8.1, the following applies. Tell us in writing at hello@schemacoachingacademy.com; the date we receive your notice is the date that counts.

- Cancellation 14 or more days before the first session: a full refund, or, if you prefer, a free transfer of your place to the next cohort of the same Programme.
- Cancellation less than 14 days before the first session, up to the day before the second session: a 50% refund, or one free transfer of your place to the next cohort — your choice.
- From the second session onwards: fees are no longer refundable. We may, at our discretion, offer a credit toward a future cohort reflecting the sessions not yet delivered.
- Missed sessions: each session recording is available to you for 14 days (section 7.1). No refund is due for sessions you do not attend.
- A transferred place may be transferred once. If you cancel a transferred place, the fee band that applied to your original booking applies.

Refunds are made within 14 days of our accepting the cancellation, to the payment method you used. If we cancel or materially change the Programme, section 7 applies and none of the limits above affect your rights under it.

8.3 Complimentary and sponsored places

Where a place is offered at no charge, it is personal to the individual invited, is not transferable, and may be withdrawn if it is not taken up by the date stated in the invitation. Sections 8.1 and 8.2 do not apply to complimentary places, as no payment has been made.

9. Professional boundaries — what a Programme is, and is not

NO THERAPEUTIC OR CLINICAL RELATIONSHIP

Our Programmes are professional education and training. They are not therapy, counselling, clinical treatment, or clinical supervision, and enrolling on one does not create a practitioner–patient, therapist–client, or supervisory relationship between you and any facilitator or between you and the Academy.

Completing a Programme does not qualify, licence, certify or otherwise authorise you to practise psychotherapy, clinical psychology, or any regulated profession, and it does not authorise you to administer or interpret any clinical instrument. Any certificate we issue records attendance and completion of the Programme described, and nothing more.

You remain responsible for practising within the scope of your own qualifications, professional registration, insurance and applicable professional codes, and for referring to a suitably qualified practitioner where that is the right step.

Programme sessions may involve personal reflection and discussion of real workplace situations. You choose what to disclose. You must not disclose information that identifies a third party without a lawful basis for doing so, and you must not repeat outside the Programme anything a fellow participant shares within it.

10. Conduct

We expect participants to treat facilitators and one another with respect. We may exclude any participant from a session, or remove them from a Programme, where their conduct is abusive, discriminatory, harassing, materially disruptive, or in breach of these Terms.

Where we remove a participant, we will refund a proportionate part of the fee reflecting the sessions not yet delivered at the date of removal — unless the removal is for harassment, discrimination, threats, or another serious breach of these Terms, in which case no refund is due.

11. Your communications with us

When you send us an enquiry, a testimonial, feedback, or any other material, you confirm that it is yours to send and that it does not infringe anyone else's rights. You grant us a non-exclusive, royalty-free licence to use it for the purpose for which you sent it.

If you send us a testimonial or review, we may publish it, together with your first name and, where you have told us it, your role and organisation. We will ask you before doing so, and we will remove it on request. How we handle your personal information is set out in our Privacy Policy, and contacting us does not by itself sign you up to marketing — section 6 of the Privacy Policy explains what does.

12. Third-party links

The Website may link to third-party websites, resources and social platforms. We provide those links for convenience and do not control, endorse or accept responsibility for their content, their products, or their handling of your data.

13. Disclaimers

The Website and the Tool are provided "as is" and "as available". To the fullest extent permitted by law, we exclude all implied warranties, conditions and terms in relation to them.

Information published on the Website and in Programme materials is general in nature. It is not advice on which you should rely for any specific situation, and it is not psychological, medical, legal, employment or financial advice. You should take appropriate professional advice before acting on anything you read or hear from us.

14. Our liability

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be limited or excluded. Nothing in these Terms affects your statutory rights as a consumer.

Subject to that, and to the fullest extent permitted by law:

- we are not liable for any loss of profit, loss of business, business interruption, loss of anticipated savings, loss of goodwill, or any indirect or consequential loss;
- we are not liable for any loss or damage arising from your use of, or inability to use, the Website or the Tool, or from any use of the Tool contrary to section 4;
- our total liability arising out of or in connection with a Programme is limited to the fees you paid for that Programme.

If you are a business user, you agree that we are not liable to you for any of the losses listed above even if we were told they might arise.

15. Events outside our control

We are not liable for any failure or delay in performing our obligations where that failure or delay results from events beyond our reasonable control, including failure of public or private telecommunications networks or platforms on which a Programme is delivered. Where such an event prevents a session going ahead, we will reschedule it.

16. General

If any provision of these Terms is found to be unlawful or unenforceable, the remaining provisions continue in force. Our failure to enforce any provision is not a waiver of it. These Terms, together with our Privacy Policy and any written confirmation of enrolment, form the whole agreement between us in relation to their subject matter.

17. Governing law and jurisdiction

These Terms, and any dispute or claim arising out of or in connection with them or their subject matter, are governed by and construed in accordance with the law of England and Wales. The courts of England and Wales have exclusive jurisdiction, save as set out in the paragraph below.

If you are a consumer resident in the United Kingdom or the European Union, this does not deprive you of the protection of the mandatory consumer law of the country in which you live, and you may bring proceedings in your own courts.

18. Contact

Schema Solutions Ltd, Harben House, Harben Parade, Finchley Road, London NW3 6LH, United Kingdom. Company number 14025595. Email: hello@schemacoachingacademy.com.