

Terms & Conditions

These Terms & Conditions ("Terms") apply to all services provided by **Kessie May** including coaching, consultation, freelance marketing, styling, and other creative services. By booking or purchasing any service, you agree to these Terms.

1. Payment & Deposits

- **Project work (creative or freelance services):** A **50% non-refundable holding deposit** is required at the time of booking. The remaining **50% balance** is due upon completion of the project.
 - The deposit secures time in my diary and ensures availability to complete your work. Without payment of the deposit, no work will be scheduled.
 - **Coaching plans:** Must be paid **in full, in advance** before sessions commence.
 - **Ongoing work (e.g. marketing retainers, consultation packages):** Invoiced monthly, with **7-day payment terms**.
 - **Payment methods:** All invoices are payable in GBP (£) via **BACS transfer**. For products and coaching sessions, **PayPal** is also available. At present, I do not offer payment plans directly, however **PayPal may provide instalment options**.
 - All payments must be made by the due date stated on your invoice.
-

2. Rolling Contracts & Notice Periods

- Ongoing work is subject to a **30-day rolling contract**.
 - A **minimum of 30 days' notice** is required to cancel. Notice will take effect from the **end of the month** in which it is given.
 - Example: If you provide notice on **3rd May**, the 30-day notice period starts from **31st May**, and the contract will end on **30th June**.
 - All work during the notice period will be charged as agreed.
-

3. Client Responsibilities

- For all agreed hours, the client must provide timely feedback, materials, and input required for work to proceed.
- Where the client does not provide the necessary feedback, communication, or approvals, **agreed hours will still be billed in full**.

- It is the client's responsibility to keep projects moving — delays on your side do not pause agreed billing.
-

4. Creative Work & Scope

- All creative services (including styling, interiors, clothing design, branding, and photography) are subject to the payment structure outlined in section 1.
 - Any changes to the project scope (e.g. additional work, revisions beyond what was agreed, or changes requested after approval) may incur **additional charges**, to be invoiced separately.
 - I reserve the right to pause work until additional payments are received for extended scope.
-

5. Cancellations & Rescheduling

- Deposits are **non-refundable**. If you cancel a project, your deposit will not be returned.
 - Coaching sessions cancelled with less than **48 hours' notice** will be charged in full.
 - If I need to reschedule, I will always provide as much notice as possible and offer an alternative time.
-

6. Intellectual Property & Usage

- Copyright for all creative work remains with me until full payment is received.
 - Once full payment has cleared, the client will be granted rights to use the work for the agreed purpose.
 - Work cannot be resold, repurposed, or altered without written consent.
-

7. Liability

- I will always deliver work with professionalism and due care. However, I cannot be held liable for any financial, business, or reputational loss that results from use of my services.
 - My services are provided "as is" — while I support growth, results cannot be guaranteed.
-

8. Governing Law



- These Terms are governed by the laws of **England & Wales**.
 - Any disputes will be subject to the exclusive jurisdiction of the courts of England & Wales.
-

Final Note

I value clear, respectful, and collaborative working relationships. These Terms ensure fairness for both of us, protect my diary and cash flow, and allow me to provide the best possible service to all my clients.