

Terms and Conditions

Last updated: 24 September 2026

SPEAK TO RESONATE

These terms govern all training and coaching services provided by Shannon Jenkins. Sections 1 to 8 apply to everything. Sections 9 to 12 add terms specific to each format.

1. Who you are contracting with

Shannon Jenkins
Dérochoz 6
CH-1801 Mt-Pèlerin
Switzerland
VAT: CHE-448.579.227 TVA

Contact: support@shannonjenkins.co

2. Services covered

These terms apply to:

- **Online cohort programmes**, such as Speak to Resonate, delivered live by video over several weeks
- **Individual coaching**, delivered online or in person
- **Corporate workshops and training**, delivered at your premises, at a venue of your choosing, or at our workshop site in Mt-Pèlerin
- **Keynotes, moderation and stage hosting**, where a separate agreement does not already apply

Where a signed proposal, quotation or service agreement exists, it prevails over these terms on any point where the two differ.

3. Consumers and business clients

Business clients are organisations booking training for their people. Sections 5 and 10 of these terms, which concern statutory consumer rights, do not apply to them.

Consumers are individuals booking and paying for themselves.

Where an individual registers for an open programme and later claims reimbursement from their employer, they remain a consumer for the purposes of these terms.

4. Price, payment and tax

Prices are those published on the relevant programme page, or set out in the quotation we send you.

Swiss VAT is added for clients and participants resident or established in Switzerland. Clients outside Switzerland are not charged Swiss VAT and are responsible for any tax due in their own jurisdiction.

For open programmes, payment is by card at registration.

For corporate engagements, payment terms are set out in the quotation. Unless stated otherwise, invoices are payable within thirty days of the invoice date.

A paid invoice is issued on request. Write to support@shannonjenkins.co with the billing address you need.

Payment by bank transfer for open programmes is possible only by prior agreement, and only where your organisation's supplier registration can be completed before the programme opens. In that case, the place is confirmed on receipt of payment.

5. Right of withdrawal for consumers

If you are a consumer resident in the European Union or the United Kingdom, you have fourteen days from booking to withdraw without giving a reason.

Where the service gives you immediate access to digital content, you expressly request at the point of booking that

this access begin at once, and you acknowledge that your right of withdrawal ends as soon as it has been provided. If you have not accessed any digital content, write to support@shannonjenkins.co within fourteen days and you will be refunded in full.

Where the service is a live session scheduled to take place within the fourteen-day window, you expressly request that it begin before the period expires, and you acknowledge that your right of withdrawal ends once the session has taken place.

Swiss law grants no right of withdrawal for contracts concluded at a distance. Participants resident in Switzerland are covered by the cancellation terms set out below.

6. Intellectual property

All material we provide, including videos, checklists, frameworks, templates, slides, workbooks and the AI communication assistant, remains our property.

Access is personal and non-transferable. You may use the material for your own work. You may not share, copy, resell, publish or distribute it, inside or outside your organisation, and you may not use it to build a competing training offer.

Where a corporate client licenses material for internal use, the scope of that licence is set out in the quotation.

7. Confidentiality

Participants work on their own professional material. Some of it is confidential.

We keep confidential anything shared with us in the course of an engagement, and participants are expected to do the same for each other.

Do not bring material you are not permitted to share. Remove or anonymise anything commercially sensitive before a session.

Where a client requires a separate non-disclosure agreement, we will sign a reasonable one.

8. Conduct, liability and law

Conduct. Our work relies on people practising in front of each other. Disrespectful, harassing or disruptive behaviour ends participation without refund.

Outcomes. We provide training. We make no guarantee of any specific professional, commercial or career outcome beyond any guarantee expressly stated for a given programme.

The AI assistant, where included, produces suggestions and not professional advice. You remain responsible for what you say and write. Do not enter confidential, personal or regulated data into it.

Liability. To the extent permitted by law, our liability is limited to the amount you paid for the engagement in question. We are not liable for indirect or consequential loss. Nothing here excludes liability for death, personal injury, fraud, or anything else that cannot be excluded by law.

Force majeure. We are not liable for failure to deliver caused by events beyond our reasonable control, including illness, travel disruption, network failure or the unavailability of a venue or platform. Where this occurs, we will offer a replacement date.

Law. These terms are governed by Swiss law. Disputes fall under the jurisdiction of the courts of Vevey, Canton of Vaud, Switzerland. If you are a consumer resident in the European Union or the United Kingdom, this does not deprive you of the protection of mandatory provisions of the law of your country of residence.

Changes. We may update these terms. The terms that apply are those in force on the date you booked.

9. Online cohort programmes

What is included. Live sessions as described on the programme page, access to the digital learning library, access to the AI communication assistant where offered, and session recordings.

Dates. Cohort dates, session times and the opening date of the digital learning are published on the programme page and apply to the cohort you register for.

Choosing a session. Where two session times are offered each week, you choose one and attend that one. You may not attend both.

Places are limited and confirmed on receipt of payment.

Rescheduling by us. Should a major impediment arise, we may reschedule a session. The replacement date will be announced at least two weeks in advance. This does not entitle you to a refund.

Our guarantee. Where a programme page states a satisfaction guarantee, it applies on the conditions stated there. Attendance at every live session, with your camera on, is required. Watching the recordings does not qualify. If you choose to keep your camera off, you accept that the quality of the training will be sharply diminished, and the guarantee no longer applies.

Cancellation by you. Beyond the withdrawal right in section 5 and any guarantee, fees are non-refundable once the cohort opens. You may transfer your place to a future cohort once, provided you tell us before the first live session.

Cancellation by us. If we cancel before the programme starts, you receive a full refund. If we cancel after it has started, you receive a pro-rata refund for the sessions not delivered.

Recordings. Live sessions are recorded so participants who miss one can catch up. Your voice, image and contributions may appear. Recordings are shared only with participants of the same cohort. They are not published, sold, or used for marketing. If you do not wish to appear, keep your camera off and tell us at the start of the session, on the conditions set out above.

10. Individual coaching

Booking. Sessions are booked in advance and paid for before they take place, unless a package has been agreed.

Rescheduling. You may reschedule a session at no charge with at least [24] hours' notice. Below that, the session is treated as delivered and is not refunded or rescheduled.

Packages. Where sessions are bought as a package, they must be used within [six] months of purchase. Unused sessions expire.

Cancellation by us. If we cancel a session, it is rescheduled at no charge. If no acceptable date can be found, the session is refunded.

Preparation. Coaching works on material you bring. Where we ask for material in advance, arriving without it reduces what the session can achieve.

11. Corporate workshops and on-site training

The agreement. Scope, dates, number of participants, price and payment terms are set out in a written quotation. Acceptance of that quotation, by email or signature, forms the agreement.

Participant numbers. The price is based on the number of participants stated in the quotation. Where numbers rise beyond that, the price is adjusted. Where they fall, the price is unchanged.

Cancellation and postponement by you.

Notice given	Charge
More than 30 days before the date	No charge. Any deposit is credited to a future date
15 to 30 days before	50% of the fee
14 days or less	100% of the fee

Travel and accommodation already booked and non-refundable are charged in full in every case.

Cancellation by us. If we cancel, we will offer a replacement date. If none can be agreed, fees paid are refunded in full. We are not liable for your own costs arising from the cancellation.

Venue and equipment. Where training takes place at your premises or a venue you choose, you are responsible for the room, the seating arrangement, the screen or projector, the sound where required, and for access on the day. We will confirm our requirements in advance.

Travel and expenses. Travel, accommodation and subsistence are charged at cost unless the quotation states an inclusive fee.

Our workshop site. Sessions may be held at our workshop site in Mt-Pèlerin, for groups of up to twelve. Terms of use are confirmed at booking.

Health and safety. Where we work at your premises, your health and safety rules apply to us, and you remain responsible for the safety of the premises.

Recording and photography. We do not record or photograph a corporate session without your prior written agreement. Where you record it yourself, our intellectual property rights under section 6 continue to apply to the recording.

12. Keynotes, moderation and stage hosting

Where no separate agreement applies, engagements are booked by written quotation, and the cancellation scale in section 11 applies.

Technical requirements, rehearsal time and travel arrangements are confirmed in advance in writing.

Contact

support@shannonjenkins.co