

Alex Patchett-Joyce

TRAINER & CONSULTANT

Psychology of Vision



Terms & Conditions

Programme Purchase Agreement:

By purchasing a programme, you agree to adhere to the specified duration of the programme as outlined in the programme order form. Please note that refunds will not be provided for non-attendance.

Cancellation Policy for One-to-One Sessions:

For one-to-one sessions, cancellations made up to 24 hours before the scheduled session will not incur any charges. Cancellations within 24 hours will result in an administrative fee of 25% of the total cost, unless an alternative session is scheduled within 7 days.

Payment Information:

All payments are required to be made in advance.

Guarantee:

For Group Programmes, we offer a "Love it or Leave it" money-back guarantee, for first timers. If, after the initial session, you decide that the programme is not suitable for you, inform us immediately, and we will process a refund minus card transaction fees.

Attendance Guidelines:

Guiding Principles:

In PoV, we have established guiding principles that enhance the effectiveness of group interactions, whether in workshops, programmes, or group settings. It's important to note that some of these principles also apply to one-to-one sessions.

1. Confidentiality:

While discussing your personal learning journey outside the group is acceptable, refrain from sharing details about others' experiences.

2. Open Sharing:

Contributing more of yourself increases the value you receive. Be open to taking calculated risks, as the rewards are often correlated with the risks taken.

3. Trust the Process:

Have faith in the unfolding of your personal growth process. Group sessions may bring up unconscious issues that might be met with resistance. Trust will help navigate these challenges.

4. Be Present:

During moments when someone's sharing triggers emotions within you, resist the urge to leave the session. Staying present during these times is particularly important for personal growth.

5. Effective Communication:

Listen actively and avoid side conversations or private chats during sessions. Address the trainer if you have questions or comments. Such engagement ensures everyone benefits fully.

6. Online Session Etiquette:

- Full Presence: Avoid distractions from notifications and typing.
- Remain Seated: Stay seated throughout the session.
- Quiet Space: Choose an undisturbed, quiet environment.
- Punctuality: Join a few minutes early with a charged battery and strong WiFi.
- Visible Face: Ensure your well-lit face is centred and close to the screen.
- Minimize Distractions: Switch off phones and maintain privacy.

7. Refreshments:

Only drinks are allowed during Zoom sessions or workshops. Please refrain from consuming food.

8. Cell Phones:

Turn off mobile phones during sessions.

9. No Photography:

Photography and screen captures are prohibited during sessions.

Recording Information:

All Zoom sessions are recorded for legal purposes and kept confidential. Recordings are accessible to those who miss sessions in certain programmes. Rest assured, recordings are securely stored.

Coaching Agreement:

Coaching involves one-on-one meetings aimed at addressing limitations or blocks in your personal or business life. Alex supports you in finding answers to move forward, even challenging your thoughts or beliefs when necessary. Your feedback on learning preferences is valuable, and referrals are available if needed. All coaching discussions remain strictly confidential, except when there's a risk of harm.