



MindfulnessUK®

MBSR Teacher Training

Things to Consider When Writing Your Business Terms and Conditions

When we begin to work with clients and are self employed or running our own company, having some terms and conditions in place can be useful in setting boundaries, expectations and shaping policies that protect you as the teacher and of course your client.

Terms, conditions, and policies can sometimes give clarity to ways of working and can ensure that there is no confusion between you and the client as you begin your journey together.

Here is a list of considerations to support you if you decide that you want to create your own set of T&Cs or policies:

- Why do I need a policy or a set of terms?
- What do I want these terms of policies to do for me?
- How will I communicate them (website; letter; email; social media)?
- What are the potential repercussions of not having some guidelines in place for clients to read and understand?
- How am I effected if a client cancels their appointment or service with me?
- If you are working in a venue and a session is cancelled, how are you effected?
- What time frames do you want to communicate in correlation to your cancellation policies?
- If materials and resources are being issued prior to the course and a client cancels their contract, how will you manage this, what are your expectations?
- What is the administration time taken to deal with a cancellation and will you charge a fee?
- How can you write your terms and policies in order that they are inclusive and easy to understand?
- Are your terms enforceable?
- Should you need a separate set of terms and policies based on postponement vs cancellation?
- Who else can support you in this process of creating terms, conditions and policies and do you have access to professional support (local chambers of commerce or the FSB).
- Are you insured for loss of income and how well do you understand your policy? Does this need reviewing given your findings and considerations from all of the above [points and learning?