

Vision to Viability

Programme Agreement & Terms of Engagement

This comprehensive agreement outlines the terms and conditions under which Intentional Steps Ltd will deliver the Vision to Viability Programme to you. Your enrolment constitutes acceptance of these terms, and we encourage you to read through each section carefully to understand your commitments and our service provisions.

Programme Overview

Vision to Viability is a transformative 12-month professional and personal development programme designed to guide you from conceptual vision to tangible business viability. The Programme offers an integrated approach combining coaching, mentoring, business development support, structured workshops, expert-led masterclasses, and a supportive community environment that promotes accountability and growth.

Our comprehensive delivery model ensures you receive continuous support throughout your journey. Group coaching sessions provide peer learning opportunities whilst maintaining confidentiality through our non-recording policy. Workshops offer practical skill-building in real-time collaborative environments. Masterclasses, delivered by industry experts, are recorded to provide you with lifetime access to valuable insights and knowledge you can revisit at any stage of your entrepreneurial journey.

You'll receive a wealth of tools, exercises, and resource all designed to support your specific developmental needs. A dedicated coach will be allocated to you, ensuring personalised coaching aligned with your goals and challenges.



Group Coaching

Interactive sessions fostering peer learning and support



Workshops

Practical skill-building in collaborative environments



Masterclasses

Expert-led sessions with lifetime recording access



Community

Build relationship with your fellow coaches

All sessions are delivered via Zoom unless otherwise stated, providing flexibility and accessibility regardless of your location. Optional in-person events may be offered throughout the year at additional cost, creating opportunities for deeper connection and immersive learning experiences with your cohort.

Coach Allocation & Support

Upon joining the Vision to Viability Programme, you will be thoughtfully allocated a coach from our experienced Intentional Steps coaching team. This allocation process takes into consideration your specific needs, goals, and the expertise profiles of our coaching professionals to ensure the most beneficial partnership possible.

We understand that the coach-client relationship is foundational to your success in the Programme. The quality of this relationship significantly influences your engagement, progress, and overall satisfaction with the experience. Should you feel, for any reason, that the coach-client match is not appropriate or conducive to your development, you have the right to request a change of coach.

Understanding Coach Changes

Whilst we make every reasonable effort to accommodate coach change requests, such changes are subject to availability within our coaching team and remain at the discretion of Intentional Steps Ltd. We cannot guarantee that a change will be possible in all circumstances, particularly where specialist expertise or scheduling constraints are factors.

However, your comfort and the effectiveness of your coaching relationship are paramount to us, and we approach all such requests with genuine consideration and flexibility where feasible.

Initial Allocation

Carefully matched based on your needs and coach expertise

Right to Request

Change requests welcomed and considered thoughtfully

Subject to Availability

Changes accommodated where possible within team capacity

Programme Duration & Timeline



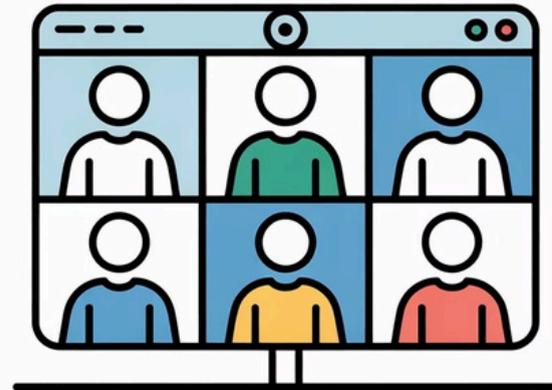
The Vision to Viability Programme operates on a clearly defined 12-month timeline, commencing from the official start date stated at the time of your enrolment. This structured timeframe has been carefully designed to provide sufficient duration for meaningful transformation whilst maintaining momentum and focus throughout your developmental journey.

During this 12-month period, you will have complete access to all Programme elements including group coaching sessions, workshops, masterclasses and all resources made available through our Google Drive repository. This comprehensive access ensures you can fully engage with every aspect of the Programme and extract maximum value from your investment.

It is important to note that resource access apply exclusively during this active 12-month Programme period, unless explicitly stated otherwise for specific elements such as masterclass recordings. Upon conclusion of the Programme, access to certain resources and the community space will end, though you will retain lifetime access to all recorded masterclasses as outlined in our delivery format specifications.

We encourage participants to engage consistently throughout the full duration to capitalise on the cumulative benefits of sustained participation, peer relationships, and progressive skill development that characterise the Programme's design.

Delivery Format & Technical Requirements



All coaching sessions, workshops, and masterclasses within the Vision to Viability Programme are delivered online via Zoom, providing you with convenient access regardless of your geographical location. This digital delivery model offers flexibility and eliminates travel requirements whilst maintaining high-quality interactive experiences.

To participate effectively and gain full benefit from the Programme, you bear responsibility for ensuring appropriate technical provisions are in place.

Stable Internet Connection

Reliable broadband connection capable of supporting video conferencing without interruption. We recommend a minimum speed of 3 Mbps download and 1 Mbps upload for optimal experience.

Functioning Device

A computer, laptop, or tablet equipped with a working camera and microphone. Mobile phones may be used but are not recommended for extended sessions due to screen size limitations.

Confidential Environment

A quiet, private space where you can participate without interruption and where confidential discussions can occur safely. This demonstrates respect for yourself, your coach, and fellow participants.

Important Notice: Intentional Steps Ltd is not responsible for access issues, disruptions, or inability to participate caused by local connectivity problems, device limitations, or environmental factors beyond our control. We recommend testing your setup before your first session.

Recording & Technology Policy

Group Coaching & Workshops

Group coaching sessions and workshops are deliberately not recorded. This policy decision reflects our deep commitment to preserving confidentiality and creating psychologically safe spaces where participants feel free to share openly, explore vulnerabilities, and engage authentically without concern that their contributions are being permanently captured or may be accessed by others outside the session context.

Masterclasses

In contrast, masterclasses may be recorded and securely stored on a private platform accessible only to Programme participants. Clients receive lifetime access to these masterclass recordings, enabling you to revisit valuable content, refresh your knowledge, and learn at your own pace long after the Programme concludes. However, this access does not extend to download or sharing rights. All recordings must not be copied, redistributed, shared with non-participants, or used for any commercial purposes whatsoever.

Not Recorded Group coaching sessions and workshops to preserve confidentiality	Recorded Masterclasses with lifetime access for participants only	Prohibited Personal recording, AI tools, and unauthorised capture
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AI and Technology Use Restrictions

To maintain the highest standards of confidentiality and protect the privacy of all participants, no AI note-takers, automated transcription tools, bots, screen recorders, or digital capture tools of any kind may be used at any time during any Programme session. This prohibition specifically includes but is not limited to tools such as Otter.ai, Fireflies, Fathom, Notta, Zoom or Microsoft Teams auto-transcription bots, and any similar AI-enabled services.

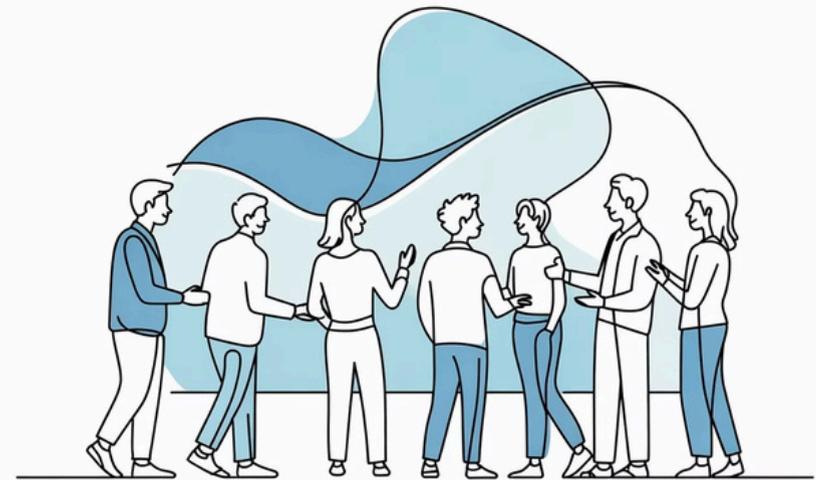
Personal handwritten or typed notes are fully permitted for your private use only and are encouraged as a valuable learning tool. Any violation of this technology policy may result in immediate removal from the Programme without refund, as it constitutes a serious breach of trust and confidentiality.

In-Person Events & Additional Opportunities

Should any in-person events, retreats, or meet-ups be offered specifically for your cohort during the Programme year, these occasions represent valuable opportunities for deeper connection, immersive learning experiences, and relationship-building with fellow participants in a face-to-face setting. However, it is important to understand that attendance at such events is entirely optional and not a requirement of your Programme participation.

When in-person events are organised, an additional cost beyond your core Programme fees will apply. These supplementary fees may include venue hire, materials, catering, facilitation costs, and other event-specific expenses necessary to deliver a high-quality experience. The specific cost will be communicated clearly in advance of the event. You remain responsible for arranging and covering your own travel to and from the event location, accommodation if the event extends beyond a single day or your travel distance necessitates an overnight stay, and all personal expenses incurred during your attendance.

Attendance at in-person events is subject to separate booking terms, which will be provided at the time of announcement, and places are typically limited by venue capacity, meaning availability cannot be guaranteed even if you wish to attend.



- **Optional Attendance**

Not mandatory for Programme completion

- **Additional Cost**

Separate fees for venue, materials, and catering

- **Your Responsibility**

Travel, accommodation, and personal expenses

- **Limited Availability**

Subject to separate booking and capacity constraints

Payment Terms & Financial Obligations

Programme Fees

Programme fees are clearly advertised at the time of purchase and reflect the comprehensive value of the 12-month Vision to Viability experience including all coaching, workshops, masterclasses, resources, and community access. Payment may be made either in full at the time of enrolment or via structured instalments according to the payment plan you select during the registration process.

01	02	03
Enrolment & Initial Payment	Active Participation Period	Post-Cancellation Period
Full payment or first instalment due upon registration	Scheduled instalments continue throughout Programme duration	After 14 days, all remaining fees become fully payable

Payment Obligations

It is critically important to understand that after the initial 14-day cancellation period outlined in Section 8 of this Agreement, all remaining Programme fees become fully payable and non-refundable, regardless of your level of participation, engagement, or completion of Programme activities. This means that even if you choose to cease participation, do not attend sessions, or withdraw from the Programme for any reason, you remain legally and financially obligated to fulfil all scheduled payments.

Consequences of Non-Payment

Failure to pay instalments according to your agreed schedule may result in several consequences designed to protect the integrity of the Programme and the business operations of Intentional Steps Ltd. These consequences include suspension of your access to all Programme materials, sessions, and community spaces; complete removal from the Programme; and, where appropriate and necessary, debt recovery actions in accordance with UK law to reclaim outstanding amounts owed.

Financial Responsibility: By enrolling in instalments, you commit to the full payment schedule regardless of participation levels. Please ensure you can meet these obligations before enrolling.

Cancellation, Refunds & Termination



14-Day Window

Full refund available if cancelled in writing within 14 days of commencement



After 14 Days

Fees become non-refundable and fully payable including instalments



Termination Rights

Company may remove participants for policy violations without refund

Client-Initiated Cancellation

You retain the right to cancel your participation within 14 days of Programme commencement for a full refund of fees paid, minus any non-refundable deposit where applicable according to your specific enrolment terms. Cancellation must be submitted in writing via email to ensure proper documentation and processing.

After this initial 14-day period expires, Programme fees become entirely non-refundable and remain fully payable including all remaining instalments, regardless of your continued participation or engagement with Programme activities. Exceptions to this policy may be considered only under genuinely extenuating circumstances, assessed solely at the discretion of Intentional Steps Ltd on a case-by-case basis.

Company-Initiated Termination

Intentional Steps Ltd reserves the right to remove a client from the Programme for serious policy violations including but not limited to breach of confidentiality, unauthorised use of AI note-takers or prohibited recording tools, discriminatory or harmful behaviour towards other participants or staff, repeated disruption of sessions, misconduct, unethical actions, or persistent non-payment of fees.

In all cases of company-initiated termination, no refund will be provided, and any outstanding fees remain due and payable.

Resources & Intellectual Property

Resource Access & Availability

Throughout your active participation in the 12-month Vision to Viability Programme, you will have access to a comprehensive repository of resources housed within our Google Drive infrastructure. These resources include worksheets, templates, frameworks, exercises, readings, and supplementary materials designed to support your learning and development throughout the Programme duration.

It is essential to understand that access to these Google Drive resources is provided exclusively for the duration of your 12-month Programme period. Upon conclusion of the Programme, access to these resource folders will be withdrawn. We encourage you to engage with these materials thoroughly during your active participation and to download any personally completed worksheets or exercises for your own records before the Programme concludes.

During Programme

Full access to all resources via Google Drive

After Programme

Resource folder access ends; masterclass recordings retained

Personal Use Only

Materials cannot be shared, reproduced, or commercialised

Intellectual Property Rights

All materials provided as part of the Vision to Viability Programme including but not limited to audio recordings, video content, worksheets, frameworks, slide presentations, scripts, exercises, and any other Programme collateral remain the exclusive intellectual property of Intentional Steps Ltd. These materials represent significant investment in research, development, and expertise, and are protected by copyright and intellectual property law.

The lifetime access privilege applies exclusively to masterclass recordings.

Confidentiality & Community Conduct



Confidentiality forms the cornerstone of the psychologically safe learning environment we cultivate within the Vision to Viability Programme. Every participant's willingness to share authentically, explore vulnerabilities, and engage in meaningful self-reflection depends upon absolute trust that their contributions will be respected and protected.

Confidentiality Obligations

You agree to maintain strict confidentiality regarding all comments and contributions made by other participants during any Programme session, the identity and personal details of cohort members, and all strategies, insights, business information, and discussions that occur within coaching sessions, workshops and masterclasses. This obligation extends beyond the Programme's conclusion and forms a fundamental ethical commitment of your participation.

Specifically, you agree not to disclose information shared by others outside of the Programme context (unless explicit permission has been given); not to screen-record, audio-record, photograph, or otherwise capture sessions through any means; and not to reproduce or share group content externally including on social media, in blog posts, or in any other public or semi-public forum. A breach of these confidentiality obligations constitutes a serious violation of trust and may result in immediate removal from the Programme without refund.



Engage Respectfully

Honour diverse perspectives and maintain professional courtesy



Ensure Safety

Create psychologically safe spaces free from discrimination



Support Others

Contribute to a collaborative learning environment



No Solicitation

Refrain from pitching or selling unless explicitly invited

Community Expectations

Beyond confidentiality, you agree to engage respectfully with all Programme participants and facilitators, honour diverse perspectives and lived experiences, avoid discrimination, harassment, or harmful language of any kind, support the creation and maintenance of a psychologically safe learning environment for all, and refrain from soliciting, pitching personal services, or selling products unless explicitly invited to do so within a designated context. Any behaviour that jeopardises the safety, comfort, or learning experience of the group may result in removal from the Programme without refund.

Feedback, Responsibilities & Agreement Confirmation

Feedback Requirements

To support continuous Programme improvement and ensure we are meeting participant needs effectively, you agree to provide structured feedback on six (6) occasions during your 12-month Programme journey. This feedback may be requested through various formats including online surveys, one-to-one check-in conversations, group feedback sessions, or reflective prompts. Your honest and constructive feedback is invaluable in helping us refine and enhance the Programme experience for current and future participants.

Client Responsibility & Disclaimers

Vision to Viability provides professional coaching and mentoring services designed to support your personal and professional development. It is important to understand clearly that this Programme is not therapy, psychological treatment, or mental health intervention. If you are experiencing mental health challenges, we encourage you to seek appropriate professional support from qualified mental health practitioners.

Your success within the Programme depends substantially upon your own engagement, consistent effort, application of learning, and numerous external factors beyond our control including market conditions, personal circumstances, and business variables. Intentional Steps Ltd does not guarantee or promise specific financial outcomes, business results, career advancement, or any other measurable achievements as a consequence of your Programme participation.

6

Feedback Opportunities

Throughout your 12-month journey to support continuous improvement

12

Month Programme

Comprehensive duration designed for meaningful transformation

100%

Your Commitment

Success depends on your engagement and consistent application

Limitation of Liability

Intentional Steps Ltd is not liable for decisions you make based on Programme content or coaching guidance, business outcomes or results, any indirect or consequential loss arising from Programme participation, or technological failures, connectivity issues, or platform disruptions beyond our reasonable control.

Communication & Data Protection

By enrolling, you consent to receive Programme-related communications via email, Zoom, Google Drive, online community platforms, and feedback tools. Intentional Steps Ltd complies fully with UK GDPR. Your personal data will be used solely for Programme administration and delivery and will not be sold or shared with third parties except where legally required.

Your Confirmation & Agreement

By enrolling in the Vision to Viability Programme, you confirm that you have read and agree to all terms outlined in this Agreement; you understand all sessions are delivered via Zoom and have appropriate technical provisions in place; you acknowledge and accept the recording and AI technology restrictions designed to protect confidentiality; you agree to maintain strict confidentiality and uphold community conduct expectations; you accept the payment, refund, and cancellation terms including the non-refundable nature of fees after 14 days; you understand your coach allocation and your right to request a change subject to availability; and you accept the stated limitations of liability and understand the nature of the service provided.

Important: Your participation in the Programme constitutes full acceptance of this Agreement and creates a binding contract between you and Intentional Steps Ltd, governed by the laws of England and Wales.