



Client Terms & Conditions

Additional Terms for Clients Booking Coaching Sessions

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1. Introduction

These Client Terms & Conditions ("Client Terms") apply to any individual, parent, guardian, school, club, or organisation ("Client", "you") that books a coaching session through the CoachNest Platform. They supplement, and should be read together with, CoachNest's Terms of Service. In the event of a conflict, these Client Terms take precedence for matters specific to Clients.

2. Nature of the Service

CoachNest operates a marketplace connecting Clients with independent Coaches. When you book a session, you enter into a direct arrangement with the Coach for the provision of coaching services. CoachNest is not the provider of the coaching service itself, is not a party to that arrangement, and does not employ, supervise, or direct the Coach in the delivery of the session.

CoachNest facilitates the booking, processes payment, provides a Verified Coach badge to Coaches who have submitted supporting documentation (which is not a guarantee of ability or conduct), and offers customer support and dispute assistance as described in the Terms of Service.

3. Booking a Session

To book a session, you search for a Coach, review their profile, pricing, availability, and reviews, and submit a booking request specifying details such as date, time, duration, and any relevant information about the participant. The Coach may accept or decline the request. If accepted, you will be prompted to complete payment; the booking is only confirmed once payment succeeds, at which point contact details are shared between you and the Coach.

Incomplete or unclear booking requests may be declined by the Coach.

4. Health, Fitness, and Participant Information

You confirm that you (or, where you are booking on behalf of a minor or another person, that participant) are medically fit to take part in the coaching session booked, and that you will disclose to the Coach any injury, medical condition, or limitation that could reasonably affect the participant's safe participation.

Where you are booking on behalf of a minor, you confirm that you are the minor's parent or legal guardian, or otherwise authorised to make the booking and consent to their participation on their behalf, and you accept responsibility for the accuracy of information provided about the minor.

5. Assumption of Risk

Sports coaching and physical training involve inherent risks, including the risk of physical injury. By booking a session, you acknowledge this risk and confirm that you voluntarily accept it for yourself or the participant on whose behalf you are booking, to the extent permitted by law.

This assumption of risk does not exclude CoachNest's or the Coach's liability for gross negligence, or any other liability that cannot lawfully be excluded under the Consumer Protection Act 68 of 2008.

6. Fees Payable by Clients

The total amount you pay for a booking is the Coach's advertised session price plus a Booking Fee, which is shown to you at checkout before payment is completed. The Coach always receives 100% of their advertised session price — CoachNest does not deduct any commission from the amount paid to the Coach.

CoachNest is a registered VAT vendor, and all fees charged by CoachNest are inclusive of VAT at the applicable rate.

Payment is processed securely through CoachNest's payment provider, Paystack, at the time of booking confirmation. If payment fails, the booking is not confirmed and you may attempt payment again.

7. Cancellations, No-Shows, and Refunds

Cancellation windows, refund eligibility, and no-show consequences are set out in full in our Refund and Cancellation Policy, which forms part of these Client Terms. In summary:

- Cancelling more than 12 hours before the session: full refund
- Cancelling less than 12 hours before the session: no refund; the Coach is paid in full
- If you do not attend without cancelling: no refund; the Coach is paid in full
- If the Coach cancels or does not attend: you receive a full refund

Where a dispute arises over attendance or cancellation, CoachNest may request supporting evidence from either party and will make a decision based on the information available.

8. Client Conduct

You agree to provide accurate information, submit genuine booking requests, attend booked sessions, make payment when due, communicate respectfully with Coaches, and leave fair and honest reviews. You may not misuse the Platform, attempt to avoid the Booking Fee by arranging future sessions with a Coach off-Platform, or engage in harassment, fraud, or other prohibited conduct described in the Terms of Service.

9. Reviews

Following a completed session, you may rate and review the Coach based on your genuine experience. Coaches may also review Clients; a Client review is visible to the reviewed Coach and to CoachNest administrators, and is not published publicly.

10. Limitation of Liability

CoachNest is not liable for the acts, omissions, advice, or conduct of any Coach, as the Coach is an independent party to the coaching arrangement and not an employee or agent of CoachNest. To the extent CoachNest is found liable to you in connection with the Platform, that liability is limited as set out in the Terms of Service, save for any liability that cannot lawfully be limited or excluded under the Consumer Protection Act 68 of 2008, including liability for gross negligence.

11. Complaints

If you have a complaint about a Coach, a session, or the Platform, please contact CoachNest support in the first instance. We will investigate in accordance with our dispute resolution process described in the Terms of Service and aim to resolve complaints fairly and promptly.

12. Governing Law

These Client Terms are governed by the laws of the Republic of South Africa. Nothing in these Client Terms limits any right or remedy you have under the Consumer Protection Act 68 of 2008 or other applicable consumer protection law.

13. Contact

Questions about these Client Terms can be directed to CoachNest at coachnestt@gmail.com.