

NEFF

COACHING SERVICES LLC

Website Terms and Conditions

Effective Date: July 18, 2026

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Prepared for publication on the NEFF Coaching Services website

These Website Terms and Conditions (“Terms”) govern your access to and use of the website, content, forms, resources, and online features operated by NEFF Coaching Services LLC, doing business publicly as NEFF Coaching Services and NCS (“NCS,” “we,” “us,” or “our”).

Please read these Terms carefully.

By accessing or using the website, you agree to these Terms and acknowledge the NCS Privacy Policy and applicable disclaimers. If you do not agree, do not use the website.

1. Website Purpose

The website provides general information about NCS, including:

- Life coaching.
- Personal-development coaching.
- Life-transition coaching.
- Young-adult coaching.
- Career-readiness and career-transition support.
- Mentorship.
- Workshops.
- Educational resources.
- Group programs.
- Agency, educational, nonprofit, employer, and organizational services.

Website content is provided for general educational, informational, and promotional purposes.

The website does not by itself provide individualized coaching, therapy, counseling, medical care, legal advice, financial advice, tax advice, employment placement, or another licensed professional service.

2. Eligibility

You must be at least 18 years old to:

- Purchase direct-to-consumer services.
- Submit an individual coaching request.
- Enter into an agreement with NCS.
- Use any website feature requiring legal consent.

Individuals under 18 may participate only when:

- NCS has approved the service in advance.
- A parent, legal guardian, school, agency, or authorized organization has completed the required consent and enrollment process.
- Applicable program requirements have been satisfied.

By using an age-restricted feature, you represent that you meet the applicable eligibility requirement.

3. No Coaching Relationship Through Website Use

Visiting the website, downloading a resource, submitting a contact form, sending an email, following NCS on social media, or scheduling an introductory consultation does not create a coach-client, mentor-client, consultant-client, or other professional relationship.

A service relationship begins only when:

- NCS accepts the engagement.
- The applicable agreement and consent documents are completed.
- Any required payment or organizational authorization is received.
- The agreed service begins.

NCS may accept or decline an inquiry when a requested service falls outside its scope, capacity, qualifications, availability, or business requirements.

4. Separate Service Agreements

Paid coaching, workshops, consulting, organizational programs, and other services may require a separate written agreement.

A separate agreement may address:

- Scope of services.
- Fees.
- Scheduling.
- Cancellations.
- Refunds.
- Confidentiality.
- Information sharing.
- Participant responsibilities.
- Intellectual property.
- Organization-sponsored services.
- Termination.
- Dispute procedures.
- Other service-specific requirements.

If these Terms conflict with a signed service agreement concerning the purchased service, the signed service agreement will control for that service.

5. Scheduling, Fees, and Payments

Available services, prices, packages, payment schedules, and consultation terms may be displayed on the website, scheduling platform, proposal, invoice, checkout page, or written agreement.

You agree to provide accurate billing and transaction information.

Unless a written agreement states otherwise:

- A booking is not confirmed until all required scheduling steps are completed.
- Payment requirements will be disclosed before purchase.
- Appointments remain subject to NCS availability.
- Cancellation, rescheduling, late-arrival, no-show, refund, and expiration terms will be provided at booking or in the applicable agreement.
- NCS may correct an obvious pricing, description, or technical error before providing the affected service.

NCS may use third-party platforms to process scheduling and payment transactions. Your use of those platforms may also be governed by their terms.

6. Coaching and Educational Nature of Services

Coaching is a collaborative, educational, and goal-oriented service intended to support reflection, planning, accountability, personal development, and practical decision-making.

Coaching is not:

- Psychotherapy.
- Mental-health counseling.
- Psychological testing.
- Medical treatment.
- Diagnosis or treatment of a mental-health condition.
- Crisis intervention.
- Legal representation.
- Financial, investment, tax, or accounting advice.
- Employment-law advice.
- A recruiting, staffing, or employment-placement service.
- A guarantee of employment, income, promotion, admission, business success, relationship outcomes, or personal transformation.

You remain responsible for your decisions, conduct, actions, omissions, and results.

7. Appropriate Professional Support

You are responsible for consulting an appropriately licensed or qualified professional when your circumstances require:

- Medical care.
- Mental-health treatment.
- Crisis intervention.
- Legal advice.
- Tax or accounting advice.
- Financial or investment advice.
- Domestic-violence services.
- Substance-use treatment.
- Housing or public-benefit representation.
- Emergency assistance.
- Another regulated professional service.

NCS may recommend that a prospective or current client obtain another form of support. Such a recommendation does not create responsibility for the services of the outside professional or organization.

8. Emergency and Crisis Situations

NCS does not provide emergency response or crisis intervention through the website, email, social media, contact forms, coaching appointments, or ordinary business telephone communications.

Do not use the website or an NCS communication channel to request emergency help.

If you or another person is in immediate danger, call 911 or go to the nearest emergency department.

For emotional distress or suicidal crisis support in the United States, call or text 988 or use the 988 Suicide & Crisis Lifeline chat service.

NCS cannot guarantee that messages will be reviewed immediately or outside published business hours.

9. User Responsibilities

When using the website, you agree to:

- Provide accurate information.
- Use the website only for lawful purposes.
- Respect the rights, privacy, and intellectual property of others.
- Avoid submitting information that you are not authorized to disclose.
- Avoid impersonating another person or organization.
- Avoid attempting to gain unauthorized access to the website or related systems.
- Avoid interfering with website security, functionality, or availability.
- Avoid introducing malware, malicious code, or harmful technology.
- Avoid scraping, copying, or extracting website content through automated means without written permission.
- Avoid using website content to train, develop, or improve an artificial-intelligence system without written permission.
- Avoid using NCS materials in a misleading, defamatory, discriminatory, fraudulent, or unlawful manner.

NCS may restrict or terminate access when it reasonably believes these Terms have been violated.

10. Intellectual Property

Unless otherwise stated, the website and its original content are owned by or licensed to NEFF Coaching Services LLC.

Protected content may include:

- Business names.
- Logos.
- Brand elements.
- Written content.
- Coaching frameworks.
- Worksheets.
- Exercises.
- Assessments.
- Program names.
- Graphics.
- Photographs.
- Videos.
- Audio.
- Presentations.
- Downloads.
- Templates.

- Training materials.
- Website design and arrangement.

The website provides you with a limited, revocable, nonexclusive, nontransferable right to access content for personal, noncommercial use.

You may not, without prior written permission:

- Reproduce or republish protected content.
- Sell, license, distribute, or commercially exploit it.
- Remove ownership notices.
- Create derivative programs or products from it.
- Present it as your own.
- Use NCS branding in a way that implies endorsement or affiliation.
- Share paid resources outside the individual or organization authorized to use them.

Any rights not expressly granted are reserved.

11. Downloadable Resources

Free or paid resources are provided subject to the license and instructions accompanying them.

Unless NCS expressly agrees otherwise, purchasing or downloading a resource does not transfer ownership of the intellectual property.

Resources may be used only by the purchasing person or authorized organization and may not be resold, publicly distributed, uploaded to a shared resource library, or used to create a competing product or service.

12. User Submissions

When you voluntarily submit feedback, questions, suggestions, or other material, you represent that:

- You have the authority to submit it.
- It does not violate another person's rights.
- It is not knowingly false, unlawful, malicious, or misleading.

Submitting feedback does not automatically authorize NCS to publicly identify you or publish your testimonial.

NCS will obtain any additional permission reasonably required before using an identifiable client testimonial or personal success story in advertising.

13. Testimonials and Results

Testimonials reflect the personal experiences and opinions of the individuals providing them.

They do not constitute a promise, warranty, or guarantee that another person will achieve the same or similar result.

Individual results vary based on circumstances, participation, decisions, effort, consistency, available resources, market conditions, and factors outside NCS's control.

NCS will not knowingly publish a fabricated testimonial or condition an incentive on the requirement that a reviewer express a positive opinion.

14. Third-Party Links and Platforms

The website may provide access or links to independent websites, scheduling tools, payment processors, social-media platforms, video-meeting platforms, or other third-party services.

A link does not necessarily mean NCS:

- Owns the third party.
- Controls its content.
- Approves all of its practices.
- Guarantees its availability.
- Endorses every statement, service, or product offered.

Your use of a third-party service is at your discretion and subject to that provider's terms and privacy practices.

15. Organizational and Government References

References to a government agency, college, employer, nonprofit, community organization, workforce program, or other institution do not imply sponsorship, endorsement, partnership, certification, or contractual affiliation unless NCS expressly states that such a relationship exists.

Descriptions of potential organizational services are invitations to discuss a possible engagement and are not representations that an organization has approved, purchased, or endorsed NCS services.

16. Website Availability and Changes

NCS may:

- Modify website content.
- Change or discontinue a service.
- Correct errors.
- Restrict access.
- Perform maintenance.
- Remove outdated information.
- Update pricing or scheduling availability.

NCS does not guarantee that the website will always be available, uninterrupted, current, secure, or free from technical errors.

17. Disclaimer of Warranties

To the fullest extent permitted by law, the website and its content are provided on an "as is" and "as available" basis.

NCS makes no warranty that:

- The website will satisfy every user's requirements.
- Content will be complete or error-free.
- A resource will produce a particular outcome.
- A third-party platform will remain available.
- Website use will be uninterrupted or entirely secure.
- Information will remain current after publication.

Nothing in these Terms excludes a warranty or consumer right that cannot lawfully be excluded.

18. Limitation of Liability

To the fullest extent permitted by law, NCS and its owners, employees, contractors, representatives, and service providers will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages arising from or related to:

- Website use or inability to use the website.
- Reliance on general website content.
- A third-party website or platform.
- Loss of data.
- Unauthorized access outside NCS's reasonable control.
- Decisions made without an individualized service relationship.
- A result that was not guaranteed.

When liability cannot legally be excluded, it will be limited only to the extent permitted by applicable law.

This section does not waive rights or remedies that cannot legally be waived.

19. Indemnification

To the fullest extent permitted by law, you agree to indemnify and hold harmless NCS and its owners, employees, contractors, and representatives from claims, losses, liabilities, or expenses arising from:

- Your unlawful use of the website.
- Your material violation of these Terms.
- Content you submit without authority.
- Your infringement of another person's rights.
- Your intentional misuse of NCS intellectual property.

This provision does not apply to the extent a claim results from NCS's own conduct for which liability cannot legally be limited.

20. Privacy

Website information practices are governed by the NCS Privacy Policy.

Do not submit emergency communications, medical records, financial credentials, passwords, or unnecessary sensitive personal information through website forms or ordinary email.

21. Governing Law

These Terms are governed by the laws of the State of California, without regard to conflict-of-law principles, except where another law is required to apply.

Nothing in these Terms prevents a consumer from using a court, agency, or remedy that applicable law makes available and does not permit the parties to waive a nonwaivable legal right.

Before initiating a formal dispute, the parties are encouraged to make a good-faith effort to resolve the matter through written communication.

22. Severability

If any provision of these Terms is held invalid or unenforceable, that provision will be interpreted or limited to the minimum extent necessary, and the remaining provisions will continue in effect.

23. No Waiver

A failure by NCS to enforce a provision does not waive the right to enforce that provision later.

24. Updates to These Terms

NCS may update these Terms when its website, business practices, services, or legal obligations change.

The revised Terms will identify a new “Last Updated” date. Continued website use after an update constitutes acceptance of the revised Terms to the extent permitted by law.

A material change affecting an existing paid service will also be addressed according to the applicable service agreement and law.

25. Contact Information

Questions about these Terms may be directed to:

NEFF Coaching Services LLC
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Sacramento, California 95811
Email: nbryant@neffcoachingservices.com