Terms and Conditions

Last updated: 21-01-2026

These Terms and Conditions ("Terms") govern the provision of services by **Thrive Space Hub** ("Thrive Space Hub", "we", "our", "us") and the use of our website. By engaging our services or using our website, you agree to be bound by these Terms.

1. About Thrive Space Hub

Thrive Space Hub provides corporate-focused services including, but not limited to:

- Mental health and wellbeing training
- Leadership and executive coaching
- Organisational consultancy
- Workshops, webinars, and assessments
- Wellbeing advocate and leadership development programmes

We work with organisations, leadership teams, and individuals in a **professional, developmental, and non-clinical capacity**.

2. Scope of Services

2.1 Our services are designed for **professional development, leadership capability, wellbeing awareness, and organisational effectiveness**.

2.2 Thrive Space Hub is **not**:

- A medical provider
- A psychiatric service
- An emergency or crisis service
- A replacement for clinical mental health treatment

2.3 Our services do **not** constitute medical advice, diagnosis, psychotherapy, or treatment unless explicitly agreed in writing under a separate clinical agreement.

2.4 Where services involve coaching or wellbeing conversations, clients acknowledge that these are **non-therapeutic** and focused on insight, behaviour, performance, and resilience.

3. Client Responsibilities

Clients agree to:

- Provide accurate and complete information relevant to the services
- Ensure participants are informed of the nature and scope of the services
- Take responsibility for decisions, actions, and outcomes arising from participation
- Escalate any safeguarding or clinical concerns through appropriate internal or external channels

Organisations remain responsible for employee welfare, duty of care, and compliance with applicable employment and health regulations.

4. Bookings, Proposals, and Acceptance

4.1 All services are subject to written proposals or agreements outlining scope, timelines, and fees.

4.2 A booking is confirmed once:

- A proposal is formally accepted in writing, and
- Any required deposit or advance payment is received

4.3 Thrive Space Hub reserves the right to decline or withdraw services where:

- The scope falls outside our expertise
- Ethical or professional boundaries may be compromised
- Safety or wellbeing risks cannot be appropriately managed

5. Fees, Invoicing, and Payment

5.1 Fees are outlined in proposals and are exclusive of VAT unless stated otherwise.

5.2 Payment terms are typically:

- 50% advance payment upon confirmation
- 50% payable upon delivery or as otherwise agreed in writing

5.3 Late payments may result in:

- Suspension of services
- Additional administrative charges

6. Cancellations and Rescheduling

6.1 **Client cancellations**:

- More than 14 days' notice: no charge
- 7–14 days' notice: up to 50% of fees payable
- Less than 7 days' notice: up to 100% of fees payable

6.2 **Rescheduling** is subject to facilitator availability and may incur additional costs.

6.3 Thrive Space Hub reserves the right to reschedule or cancel services due to unforeseen circumstances (e.g. illness, force majeure). In such cases, alternative dates or suitable replacements will be offered.

7. Confidentiality

7.1 All discussions, coaching conversations, and organisational information are treated as confidential.

7.2 Confidentiality may be broken where:

- There is risk of harm to self or others
- Disclosure is required by law
- There are safeguarding or serious ethical concerns

7.3 Organisational-level feedback may be shared in aggregated or anonymised form unless otherwise agreed.

8. Intellectual Property

8.1 All materials, frameworks, content, and methodologies provided by Thrive Space Hub remain our intellectual property unless otherwise agreed in writing.

8.2 Clients may not reproduce, distribute, or adapt materials without prior written consent.

9. Limitation of Liability

9.1 To the fullest extent permitted by law, Thrive Space Hub shall not be liable for:

- Indirect or consequential loss
- Business interruption or loss of profit
- Decisions made or actions taken by clients or participants

9.2 Our total liability shall not exceed the fees paid for the specific service giving rise to the claim.

10. Safeguarding and Duty of Care

10.1 Thrive Space Hub operates within professional ethical frameworks and safeguarding principles.

10.2 We do not provide crisis intervention. Clients must ensure appropriate internal or external support pathways are available for participants.

11. Website Use

11.1 Website content is provided for general information purposes only.

11.2 We do not guarantee accuracy, completeness, or suitability of website content for specific purposes.

11.3 Unauthorised use of the website may give rise to legal claims.

12. Data Protection and Privacy

Personal data is handled in accordance with our **Privacy Policy** and applicable data protection laws.

13. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the **United Arab Emirates**, unless otherwise agreed in writing.

14. Amendments

Thrive Space Hub reserves the right to update these Terms at any time. Updated versions will be published on the website.

15. Contact

For questions regarding these Terms, please contact:

Thrive Space Hub
info@thrivespacehub.com