



Participant Enrollment Agreement

Policies, terms, and conditions for ICF-accredited coach training

Happy Whole Human® Institute of Holistic Wellness

Education provider: Happy Whole Human Spain S.L.

An International Coaching Federation accredited provider

Levels 1, 2, 3 · Advanced Accreditation in Team Coaching

REVISED SEPTEMBER 13, 2026

Please review and eSign on the last page.

Contents

01	Mission Statement	18	Coach Club and Level 1
02	Provider Identification and Contact	19	Business Closure and Teach-Out Policy
03	ICF-Accredited Program Delivery Standards	20	Transfer of Credit Policy
04	Learning Philosophy	21	Consents, Recordings, and Disclosures
05	General Disability Policy	22	Illness and Make-Up Policy
06	DEIJ Statement	23	Ethics, Integrity, Transparency
07	Non-Discrimination Policy	24	Intellectual Property Notice
08	Grievance Policy	25	Personal Access, Credentials, Non-Sharing
09	Participation Policy	26	Acceptable Use of Badging
10	Code of Conduct	27	Confidentiality and Non-Disclosure
11	Level 1 Program Structure and Pathways	28	Independent Contractor Relationship
12	Pro Membership, Active Enrollment, Reactivation	29	Marketing and Use of Likeness
13	Partial Completion Policy	30	Intellectual Property and Non-Solicitation
14	Payment and Fees Policy	31	Governing Law and Jurisdiction
15	Refund Policy for Standalone Level 1	32	Successors, Assignment, and Continuity
16	Registration Modifications	33	Group Coaching Supervision Contract
17	Refund Policy for HWH Coach Club Members		Acknowledgment and Signature

01 Mission Statement

Happy Whole Human Institute of Holistic Wellness accredited training programs provide world-class coaching education and unique, evidence-based tools and techniques to prepare coaches to foster meaningful, measurable, and lasting transformation. Our coaches learn to empower individuals, couples, families, and teams to conquer their fears, get out of their own way, and learn to live as Happy Whole Humans—radiant, productive, and fulfilled.

02 Provider Identification and Contact

Education provider	Happy Whole Human Spain S.L.
Owner and licensor of HWH intellectual property	Happy Whole Human Spain S.L.
Payment entity	Happy Whole Human Spain S.L.

The Happy Whole Human® Institute of Holistic Wellness training programs described in this Agreement are provided by Happy Whole Human Spain S.L.

Happy Whole Human Spain S.L. administers HWH coach education programs, including enrollment, faculty delivery, mentor coaching, coaching supervision, student support, accreditation administration, technology and learning-platform services, assessments, evaluations, and student-record administration.

Happy Whole Human Spain S.L. is also the owner and licensor of HWH intellectual property.

The programs are delivered under the name Happy Whole Human® Institute of Holistic Wellness, also referred to in this Agreement as “HWH Institute,” “HWH,” “we,” “us,” or “our.”

Happy Whole Human Spain S.L.

Legal name: Happy Whole Human Spain S.L.

NIF: B21889415

Correspondence and notices address: Carrer del Bruc 5, #312, 08010 Barcelona, Spain

Contact

Director of Training: Dr. Lisa Leit

All communications, cancellations, accommodations, grievances, appeals, notices, and support inquiries must be submitted to contact@happywholehuman.com. The only exception is the operational preparation email for individual mentor-coaching recordings, which may use lisa@happywholehuman.com where specifically required in §22.

Website: www.happywholehuman.com

03 ICF-Accredited Program Delivery Standards

Happy Whole Human® (HWH) Institute delivers its International Coaching Federation (ICF)–accredited coach training programs in full alignment with current ICF accreditation requirements and specifications.

Specifically, participants acknowledge and agree that:

- At least fifty percent (50%) of program instruction is delivered through synchronous learning, including live virtual sessions conducted in real time with qualified faculty.

- At least eighty percent (80%) of total instructional hours are dedicated to ICF Core Competencies, with clearly defined instructional time explicitly focused on competency development, ethical practice, and professional coaching standards.
- Program design, learning objectives, instructional methods, and faculty qualifications are structured to meet or exceed ICF accreditation criteria in effect at the time of program delivery.
- Delivery formats may include a combination of live virtual sessions, facilitated practice, observed coaching, asynchronous learning modules, and required self-study, provided that all components collectively meet ICF accreditation requirements.
- HWH Institute reserves the right to update instructional methods, schedules, or learning modalities as needed to remain compliant with evolving ICF standards while preserving program integrity and educational outcomes.

04 Learning Philosophy

We believe there are eight essential elements that are conducive to our coach training.

1. Every class has its own unique community.
2. Students need the opportunity to practice skills in a safe environment.
3. Each student is unique and must have a stimulating educational environment to grow physically, mentally, emotionally, and socially.
4. Students should be able to feel safe to express themselves and accept themselves for who they are, as well as embrace the differences of others.
5. Our instructors act as consistent, ethical, transparent, and reliable guides providing relevant lessons in engaging ways and adapting as necessary based on student feedback.
6. Passion for the practice of coaching will be demonstrated and inspired.
7. We incorporate hands-on learning, cooperative learning, projects, and individual work that engage and activate students' learning.
8. Technology must be incorporated and requisite technical communication skills (email, word processing, Zoom proficiency, and similar) demonstrated.

05 General Disability Policy

The Happy Whole Human Institute of Holistic Wellness (HWH) supports individuals with disabilities and is committed to providing reasonable accommodations. HWH prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. HWH is committed to providing reasonable accommodations in compliance with applicable law. Our goal is to create a learning environment which meets the needs of each individual student. We are able to accommodate a variety of learning disabilities to make our program more accessible. Please contact HWH at contact@happywholehuman.com before enrolling, or as soon as an accommodation need becomes known, so that available reasonable accommodations can be considered.

06 DEIJ Statement

As members of the International Coaching Federation community, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

07 Non-Discrimination Policy

It is the policy of the Happy Whole Human Institute of Holistic Wellness (HWH) that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, veteran status, or any other characteristic or status protected under applicable law.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, veteran status, or any other characteristic or status protected under applicable law.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, veteran status, or any other characteristic or status protected under applicable law.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, veteran status, or any other characteristic or status protected under applicable law. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the Grievance Policy in §08. HWH will promptly investigate all claims and reports of inappropriate conduct.

08 Grievance Policy

The Happy Whole Human Institute of Holistic Wellness (HWH) seeks to ensure equitable treatment of every person and to resolve grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, platform or facility concerns, or instructor and faculty behavior. All grievances, appeals, discrimination reports, accommodation requests, and related notices must be sent to contact@happywholehuman.com.

1. A participant should first attempt to resolve the issue directly with the educator, trainer, staff member, or participant concerned. A participant who is not comfortable doing so may proceed directly to step 2.
2. The participant submits a written grievance to contact@happywholehuman.com within 60 calendar days. HWH will review the matter and speak with the participant within 10 business days of receiving the complaint, and will work with all parties involved to resolve it.
3. If the participant does not consider the matter resolved, a written request for appeal should be sent to contact@happywholehuman.com, including the original complaint and the reasons the participant is dissatisfied with the resolution. Appeals are reviewed and a written response provided within 10 business days. Appeal decisions are final.

IMPARTIAL REVIEW AND NON-RETALIATION

Where a complaint concerns Dr. Lisa Leit directly, HWH may appoint another qualified reviewer who was not directly involved in the matter to conduct the review or hear the appeal.

HWH does not retaliate against any participant for raising a concern, filing a grievance, requesting an accommodation, or participating in an investigation in good faith.

09 Participation Policy

Success in our programs requires full commitment by all participants. By enrolling, participants agree to be fully present during all sessions and to participate to the best of their ability. This includes arriving on time, abiding by the Code of Conduct, and engaging in course activities.

Attendance

To provide the minimum required training hours for certification, it is important that you attend all scheduled sessions.

If you have an emergency or become ill and cannot attend a class or coaching session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and, where applicable, complete a coaching session outside the live session.

RECORDINGS DO NOT REPLACE SYNCHRONOUS HOURS

Reviewing a recording and completing assigned materials restores access to course content but does not, by itself, replace required synchronous contact-learning hours.

Any missed synchronous hours must be completed through an HWH-approved live make-up session, individual tutorial, subsequent cohort session, Monday drop-in session, or other real-time activity approved by the Director of Training.

If a participant misses more than 20% of the scheduled synchronous sessions for a course, or otherwise cannot complete the required synchronous hours through available approved make-up options, the participant may be required to complete additional live instruction at their own expense or join a subsequent course offering. Mentor-coaching hours missed beyond the allowance in §22 must be arranged and paid for separately in order to complete the required mentor-coaching structure.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and to contact@happywholehuman.com. Reasonable accommodations remain available under §05.

Course Engagement

Our courses are designed to be interactive. Participants are expected to take part in course activities, including dialogue with the instructor and peers, mock coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor as soon as possible.

10 Code of Conduct

Participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions and mentor-coaching sessions.
- Having your camera on for virtual live sessions, unless an approved accommodation or instructor-authorized exception applies.
- Participating fully in all sessions and mentor-coaching sessions, including being prepared, involving yourself in discussions and activities, assuming responsibility for your learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of fellow participants and instructors, including silencing your phone, remaining in a quiet environment, and avoiding texting and other disruptive behavior.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

11 Level 1 Program Structure and Pathways

HWH Level 1 Coach Training is a 60-hour ICF-accredited foundational coach education program comprising **30 synchronous contact-learning hours** and **30 structured asynchronous learning hours**.

Level 1 may be completed in as little as four months and must be completed within no more than four years, subject to the active-enrollment and reactivation provisions in §12.

Nature of Level 1

Level 1 is foundational ICF coach education and credential preparation. It teaches the ICF Core Competencies, ethical coaching practice, foundational coaching knowledge, observed practice, and the skills needed to pursue the ACC credential pathway.

HWH proprietary facilitator training, assessment training, specialty-program training, client-delivery systems, platform tools, and related licensing occur after Level 1 through applicable HWH advanced and specialty training pathways.

Two delivery pathways are available. Both lead to the same 60-hour total and the same certificate.

Cohort Hybrid pathway

Component	Hours
Seven weekly two-hour cohort classes	14
Monday group mentor-coaching sessions	10
Monday group supervision sessions	3
Three individual mentor-coaching sessions with Dr. Lisa Leit, MCC	3
Structured asynchronous curriculum	30
Total	60

HOW THE MENTOR-COACHING HOURS ARE COUNTED

Level 1 includes 13 total hours of mentor-coaching activity: 10 group sessions and three individual sessions. Seven of the group sessions, together with the three individual sessions, satisfy the ICF-required 10-hour mentor-coaching structure. The remaining three group mentor-coaching sessions count toward HWH Level 1 synchronous contact learning and provide additional competency development.

Independent-Study Fast Track with Required Live Participation

The Fast Track is not a self-paced program. It offers scheduling flexibility in place of a fixed cohort, but requires the same 30 synchronous contact-learning hours, completed through live HWH sessions.

Component	Hours
Monday group mentor-coaching sessions	10
Monday group supervision sessions	3
Additional approved Monday live sessions	14
Three individual mentor-coaching sessions with Dr. Lisa Leit, MCC	3
Structured asynchronous curriculum	30
Total	60

The additional 14 approved Monday hours may be completed through designated live HWH sessions such as:

- Office hours
- Additional mentor-coaching sessions
- Additional supervision sessions
- HWH Happy Hours
- Approved practice labs
- Other real-time sessions approved by the Director of Training

Fast Track participants must complete onboarding with the Director of Training and follow an approved individualized completion plan.

Cancellation and rescheduling terms for the three individual mentor-coaching sessions are set out in §22.

Mentor-coaching requirement — both pathways

- Cohort participants attend 10 Monday group mentor-coaching sessions.
- Fast Track participants attend 10 Monday group mentor-coaching sessions.
- All participants complete three individual mentor-coaching sessions with Dr. Lisa Leit, MCC.
- Seven group hours plus the three individual hours satisfy the required ICF mentor-coaching structure.
- The additional three group sessions count as synchronous HWH Level 1 contact-learning hours.

Additional Level 1 Completion Requirements

Completion of the 60 contact-learning hours is necessary but is not, by itself, sufficient for issuance of the Level 1 certificate.

Participants must also complete:

- The required mentor coaching over a period of at least three months;
- Required observed coaching sessions and feedback activities;
- The applicable performance or formative evaluation requirements;
- Required assignments and asynchronous modules;
- Any comprehension, ethics, attendance, participation, or completion requirements stated in the current Level 1 syllabus; and

- All other requirements applicable under the ICF standards in effect during the participant's program.

The current Level 1 syllabus contains the operational requirements, deadlines, and submission instructions. HWH may update those operational requirements to remain aligned with current ICF accreditation standards while preserving the integrity of the participant's accredited pathway.

12 Pro Membership, Active Enrollment, and Reactivation

Four-month included Pro Membership period

Standalone Level 1 tuition includes four months of HWH Pro Membership access at no additional charge.

Pro Membership provides access to the weekly Monday sessions through which required synchronous Level 1 hours may be completed.

Level 1 is designed so that a participant who follows the approved schedule may complete the program within the included four-month period.

Cohort participants. The included four-month period begins on the published cohort start date or the date program access is activated, whichever occurs later.

Fast Track participants. The included four-month period begins on the date onboarding or program access begins, whichever occurs first.

Pro Membership after the included period

Beginning after the included four-month period, continued HWH Pro Membership access costs €99 per month.

A student who has not completed all Level 1 requirements may continue attending required Monday sessions and progressing toward certification by maintaining an active HWH Pro Membership.

The Cohort pathway is designed to be completed within the included period. The Fast Track pathway provides greater scheduling flexibility and may therefore require paid Pro Membership access beyond the first four months.

Pro Membership continues at €99 per month until cancelled, subject to the billing terms disclosed at checkout.

Cancelling Pro Membership

A participant may cancel Pro Membership through the HWH platform or by contacting contact@happywholehuman.com. Cancellation takes effect at the end of the current paid billing period. No further charges will be made after cancellation becomes effective.

Hours already completed and verified remain documented in the participant's record and are not erased by cancellation.

Active and inactive Level 1 enrollment

After the included four-month period, a participant remains actively enrolled in Level 1 only while maintaining an active HWH Pro Membership or participating under another written arrangement expressly approved by HWH.

If the participant cancels Pro Membership, allows payment to lapse, or fails to resolve an overdue payment, access continues only through the end of any paid period. The participant's Level 1 enrollment then becomes inactive.

While inactive, the participant may not:

- Attend Monday sessions
- Earn additional synchronous training hours
- Submit assignments for faculty review
- Receive ongoing faculty support
- Schedule or receive unused included mentoring
- Complete a performance evaluation
- Receive the Level 1 certificate
- Represent that they are actively enrolled in the program

Previously completed and verified hours remain documented in the participant's record. The original four-year completion period continues to run during inactivity unless HWH expressly approves otherwise in writing.

Four-year maximum completion period

Participants have a maximum of four years from their original Level 1 program start date to complete all requirements.

- Level 1 may be completed in as little as four months.
- Four years is an outside limit, not a guarantee that every former schedule, cohort, faculty member, delivery method, or live session will remain available.
- HWH may update the curriculum, faculty, technology, schedule, and delivery model while maintaining the program's educational integrity and applicable accreditation requirements.
- The four-year period does not obligate HWH to preserve a specific cohort or to operate a particular schedule indefinitely for inactive students.

Returning after a lapse: application for reactivation

If a participant's HWH Pro Membership lapses after the included four-month period, the participant's Level 1 enrollment becomes inactive. While inactive, the participant may not attend Monday sessions, earn additional synchronous training hours, submit work for faculty review, schedule included mentoring, or receive the Level 1 certificate.

A participant whose enrollment has become inactive may apply for reactivation at any time within four years of the original Level 1 program start date. **Reactivation is not automatic and is not guaranteed.**

HWH will consider each application individually, taking into account:

- The participant's standing when enrollment became inactive;
- The amount and nature of the program requirements remaining;
- Whether Level 1, the relevant live sessions, or a substantially equivalent pathway are still being offered;
- Current faculty, mentor-coaching, supervision, and administrative capacity;
- Changes to the curriculum, accreditation requirements, technology, or delivery model;
- The length of time since the participant last actively participated; and
- Whether reactivation is reasonably practicable at the time of the request.

HWH may approve or decline a reactivation application at its discretion. HWH is not obligated to recreate a discontinued cohort, restore a former delivery schedule, retain particular faculty, continue operating Monday sessions indefinitely, or resume a program or service solely to accommodate an inactive student.

If reactivation is approved, the participant must:

- Resume HWH Pro Membership at the then-current monthly rate;
- Pay a €500 reactivation fee; and
- Complete a revised course-completion plan approved by the Director of Training.

The €500 reactivation fee is payable only after HWH approves the application. Payment of the fee does not extend or restart the original four-year completion period.

Previously completed and verified hours will remain documented in the participant's record. HWH will determine which prior work may still be applied toward the Level 1 certificate based on the current curriculum, accreditation requirements, and approved completion plan. Hours that cannot be applied toward full program completion may remain eligible for documentation under the Partial Completion Policy (§13).

If reactivation is declined, the participant is not entitled to a refund, credit, transfer, reinstatement, or continuation of access. The participant may request documentation of eligible completed hours under the Partial Completion Policy (§13).

13 Partial Completion Policy

A request for partial-completion documentation may be submitted after withdrawal, denial of reactivation, expiration of the enrollment period, program discontinuation, Business Closure, or another written determination that the participant will not complete the program.

Requests should be submitted while HWH retains the applicable records. HWH retains student records for the period stated in this Agreement and as otherwise required by applicable law or accreditation requirements. To request partial-completion documentation, contact contact@happywholehuman.com with details of the course, the hours sought, and any additional relevant information. If approved, the participant receives a partial-completion certificate from HWH Institute identifying the applicable program components and training hours completed.

Partial-completion documentation may identify:

- The accredited program;
- Modules or courses completed;
- Contact hours completed;
- Mentor-coaching hours completed;
- Supervision hours completed; and
- Evaluations or assessments completed.

Partial-completion documentation does not itself represent completion of the accredited program or confer an HWH certificate, certification, license, or ICF Credential.

PLEASE NOTE

Effective January 1, 2023, ICF-accredited providers no longer issue CCE certificates for partially completed participants. Instead, HWH issues a partial-completion certificate for the applicable accredited program identifying the accredited contact hours completed. Whether and how those hours may be applied toward an ICF credential application or renewal is determined by the ICF under the requirements in effect at the time of the participant's application.

Participants should confirm current ICF requirements before relying on partial-completion hours in a credentialing application or renewal.

14 Payment and Fees Policy

Registrations are secured on a first-come, first-served basis. Enrollment is confirmed upon receipt of payment in full or approval of an authorized payment plan. A participant using a payment plan must remain current under the applicable payment-provider terms.

- Tuition and fees are denominated in euros (€).
- Your bank or payment provider may apply its own exchange rate and charge a currency-conversion fee. Those amounts are set by your provider, are not received by HWH, and are not within HWH's control.
- Payment plans are offered through third-party providers. Approval is controlled by the provider, not by HWH.
- Prices, billing frequency, and any recurring charges are displayed at checkout before purchase is completed.

Recurring HWH Pro Membership charges are governed by \$12.

15 Refund Policy for Standalone Level 1

SCOPE OF THE STANDALONE LEVEL 1 POLICY

The Level 1 payment, completion, membership, cancellation, and refund provisions in this Agreement apply only to participants who purchase HWH Level 1 Coach Training as a standalone program. They do not apply to Level 1 training received as an included component of the HWH Coach Club All-Access pathway.

HWH Coach Club enrollment is governed by §17 and §18 of this Agreement and by the HWH Coach Club Intellectual Property and Licensing Agreement.

Cohort pathway

A participant who submits a qualifying cancellation before the first scheduled cohort class begins is eligible to receive a refund of tuition paid, less the non-refundable €250 charge for course materials, digital access, and resources already issued.

Once the first scheduled cohort class begins, all Level 1 tuition and fees are final and non-refundable.

Independent-Study Fast Track pathway

A Fast Track participant who submits a qualifying cancellation before onboarding or program access begins is eligible to receive a refund of tuition paid, less the non-refundable €250 charge for course materials, digital access, and resources already issued.

Once onboarding begins or access to the curriculum or learning platform is provided, whichever occurs first, all Level 1 tuition and fees are final and non-refundable.

No refund for inactivity or non-completion

No refund, credit, transfer, or prorated reimbursement will be provided because of inactivity, nonuse, failure to complete, changes in circumstances, cancellation of Pro Membership, inactive enrollment, denial of reactivation, or expiration of the four-year completion period.

All cancellation requests must be made in writing to contact@happywholehuman.com. Written notice is effective on the date it is received by HWH. Approved refunds are issued within 30 calendar days after HWH receives the qualifying cancellation notice.

The Business Closure and Teach-Out Policy (§19) is the only program-delivery exception to this policy.

Nothing in this policy limits any withdrawal, cancellation, refund, or consumer right that cannot lawfully be waived under applicable law.

16 Registration Modifications

Modifications to registration, including transfer of course dates, must be requested at least seven calendar days before the program start date by emailing contact@happywholehuman.com. Changes are permitted where places are available. Level 1 enrollment is personal to the enrolled participant and may not be substituted or transferred to another person.

A permitted move to another HWH cohort or program date is an administrative scheduling modification for the same participant. It is not a transfer, substitution, assignment, sale, or gifting of the enrollment to another person.

17 Refund Policy for HWH Coach Club Members

The HWH Coach Club is an all-access professional training, certification, platform, and tiered licensure pathway that provides access to proprietary Happy Whole Human® curricula, assessments, methods, materials, technology, business resources, platform infrastructure, and intellectual property.

All payments made for HWH Coach Club enrollment, tuition, membership, platform access, or related services are final and non-refundable.

No refund, credit, repayment, transfer, or prorated reimbursement will be provided because of withdrawal, inactivity, nonuse, failure to begin or complete training, changes in personal or professional circumstances, loss of good standing, suspension of benefits, or termination for cause.

HWH Coach Club membership is personal to the enrolled Member and may not be transferred, assigned, sold, gifted, or substituted to another person.

Loss of good standing may affect platform access, licensing rights, badging, referrals, marketplace privileges, revenue share, community participation, or other benefits. Loss of good standing does not rescind the original enrollment transaction and does not create a refund entitlement.

The only exception is expressly governed by the Business Closure and Teach-Out Policy (§19) if HWH permanently ceases delivering the applicable program and no reasonable teach-out, successor delivery, substitute-faculty arrangement, continued-access completion period, transfer to another qualified provider, or substantially equivalent completion option is available.

Nothing in this policy limits any right that cannot lawfully be waived under applicable law.

18 Coach Club and Level 1

Coach Club includes Level 1 as the foundational entry stage within a broader all-access training and licensure pathway.

Post-Level-1 HWH facilitator and specialty training provides the education through which proprietary client-delivery and licensing rights may be earned.

Enrollment in Coach Club does not itself activate a particular facilitator, assessment, specialty-program, branded-delivery, organizational-delivery, or platform-delivery license.

Licensing rights activate only after the Member completes the relevant qualifying HWH training, HWH confirms completion, HWH issues the applicable certificate or designation, and HWH issues or activates the corresponding written license or Program-Specific License Schedule.

Coach Club good standing, licensing, platform privileges, intellectual-property use, and post-training rights are governed by the HWH Coach Club Intellectual Property and Licensing Agreement.

A Coach Club Member does not receive a separate refundable allocation for the Level 1 component, and the standalone Level 1 refund policy in §15 does not apply to a Coach Club Member.

HWH Coach Club payments are final, non-refundable, and non-transferable, and Coach Club membership is personal to the enrolled Member and may not be transferred, assigned, sold, gifted, or substituted to another person, as set out in §17.

19 Business Closure and Teach-Out Policy

Aligned with the International Coaching Federation sample policy for accredited providers.

Overview

In the unlikely event that HWH Institute must close, discontinue a program, or become unable to deliver the education services promised to currently enrolled students, we will make reasonable good-faith efforts to support affected students.

When possible, we will notify students in writing, explain the closure timeline, identify remaining program requirements, and provide available options for completion. These options may include completing the program with us during a limited teach-out period, transferring to another qualified provider, working with substitute faculty, receiving continued access to learning materials, or receiving a prorated reimbursement for paid services that were not delivered.

Students who complete all requirements through an approved teach-out process will receive the appropriate completion documentation. Students who are unable to complete before closure may request records showing completed hours, courses, mentor coaching, supervision, assignments, or assessments.

This policy does not guarantee that every student will be able to complete their education through HWH Institute, but we will act in good faith to minimize disruption and support currently enrolled students whenever reasonably possible.

WHAT IS, AND IS NOT, A CLOSURE

Closure or restructuring of one affiliated entity does not constitute closure where the program continues through the other affiliated entity or a successor. A merger, acquisition, change of platform, relocation, change of faculty, or administrative transfer is not itself a closure.

This policy governs both standalone programs and the HWH Coach Club, subject to their different refund provisions in §15 and §17.

Business closure

Business closure may result from circumstances including, but not limited to:

- Voluntary closure of the business
- Financial hardship or insolvency
- Death, disability, or prolonged incapacity of the primary educator or business owner
- Loss of required faculty, staff, or resources
- Regulatory, accreditation, or legal changes
- Force majeure events, including natural disasters, war, pandemic, or other events beyond the organization's control

Student notification

If HWH Institute determines that it will close or discontinue a program, currently enrolled students will be notified in writing as soon as reasonably possible. The written notice will include, where applicable: the effective date of closure or program discontinuation; the student's current progress; remaining program requirements; available teach-out options; reimbursement options, if applicable; deadlines for completing remaining requirements; and contact information for questions and student support.

HWH Institute will make reasonable efforts to provide at least 30 calendar days' notice before closure. In emergency situations, shorter notice may be unavoidable.

Teach-out commitment

HWH Institute will make reasonable efforts to provide a teach-out option for currently enrolled students so they can complete the education or training they paid for. Teach-out support may include one or more of the following:

#	Option	What it means
1	Completion through the organization	When possible, HWH Institute will continue operating for a limited period to allow enrolled students to complete their remaining classes, mentor coaching, evaluations, assignments, or other requirements.
2	Transfer to another qualified provider	HWH Institute may arrange for students to complete remaining education with another qualified coach education provider. The receiving provider may have its own enrollment, tuition, attendance, and completion policies.
3	Substitute instructors or faculty	HWH Institute may appoint qualified replacement instructors, mentor coaches, supervisors, or evaluators to complete remaining student requirements.
4	Self-paced completion period	If appropriate, students may be given continued access to course materials, recordings, assignments, or learning platforms for a defined period so they can complete outstanding requirements.
5	Prorated reimbursement	If a teach-out option is not reasonably available, HWH Institute may offer a prorated reimbursement for services paid for but not yet delivered, subject to applicable law. Where this section applies, it governs over §15 and §17.

Continuity of your license

Acquisition, merger, or transfer of the Institute

If HWH Institute is acquired or merged, or its assets are transferred to a successor, your license to use HWH content continues in whatever form the successor offers that content — whether app, books, assessments, eCourses, or successor equivalents. The treatment of student and member licenses will be addressed within the terms of the acquisition, and HWH Institute will use reasonable efforts to secure continuity of your license at the tier you have reached. A successor is not required to preserve every platform, faculty member, schedule, delivery format, or commercial benefit unchanged.

An acquisition is not a closure. Where programs continue to be delivered by the successor, the teach-out provisions of this policy are not triggered.

License continuity following Business Closure

Any HWH license validly activated and held at the time of Business Closure continues only as provided in the applicable HWH Coach Club Intellectual Property and Licensing Agreement, Program-Specific License Schedule, or other written HWH license governing that right.

Business Closure does not grant a new license to a participant who had not already completed the qualifying training and received written activation of the applicable license.

Any continuing licensed use remains subject to the surviving intellectual-property, confidentiality, Trade Secret, artificial-intelligence, attribution, non-copying, security, and derivative-work restrictions in the applicable HWH agreement.

Business Closure does not transfer ownership of HWH intellectual property to the participant and does not place HWH intellectual property in the public domain.

AFTER CLOSURE YOU MAY COMPETE. YOU MAY NOT COPY.

A license validly activated before Business Closure continues only as the applicable written HWH licensing agreement provides, and only for use with your own clients within your licensed tier. It does not transfer ownership of HWH content to you, and closure does not place HWH intellectual property in the public domain. You may not copy, adapt, rebrand, repackage, or create derivative works from HWH content, or incorporate it into a program you offer as your own. The competitive restriction ends at closure, as described in §18.2 of the HWH Coach Club Intellectual Property and Licensing Agreement: after closure you may compete — you may not copy.

Records, documentation, and responsibilities

Student records

In the event of business closure, HWH Institute will make reasonable efforts to preserve student records, including enrollment, attendance, and payment records; course completion records; mentor coaching or supervision records where applicable; certificates of completion or partial completion; and evaluation or assessment records where applicable.

Students will be given instructions for requesting copies of their records before closure, when possible. HWH Institute will maintain student records for a minimum of seven (7) years following closure, or longer if required by applicable law or by ICF accreditation requirements. If records are transferred, they will be provided to an appropriate record custodian, successor organization, or designated representative, where available.

Certificates and documentation

Students who complete all program requirements before the closure date, or through an approved teach-out process, will receive the appropriate certificate, transcript, letter of completion, or other completion documentation.

Students who do not complete all requirements before closure may request documentation showing courses or modules completed, hours completed, mentor coaching or supervision hours completed, assignments or assessments completed, and remaining requirements if known. This documentation is issued in accordance with the Partial Completion Policy (§13).

Reimbursement and financial considerations

HWH Institute's first commitment on closure is to deliver the education you paid for through one of the teach-out options above. A prorated reimbursement may be available only where no reasonable teach-out, successor-delivery, substitute-faculty, continued-access, transfer, or substantially equivalent completion option is available, subject to applicable law.

The availability and amount of any reimbursement will be determined under this policy and applicable law, taking into account the amount paid, the participant's progress, the education and services already delivered, administrative costs already incurred, and the availability and cost of teach-out arrangements.

A reimbursement is not available merely because a participant prefers reimbursement to an available reasonable teach-out or completion option. Nothing in this section limits any reimbursement or consumer right that cannot lawfully be waived.

For the avoidance of doubt, any continuing license described above is in addition to, and not in substitution for, any teach-out option or reimbursement available under this policy, and its scope, duration, and conditions are governed by the applicable written HWH licensing agreement.

Student responsibilities

Student participation is required to enable teach-out support. Students are responsible for responding promptly to closure communications and teach-out options. Students may be required to:

- Confirm whether they wish to participate in a teach-out option
- Complete remaining assignments or attendance requirements by stated deadlines
- Request copies of records before a specified date
- Work directly with a receiving provider if a transfer option is arranged
- Pay any additional fees charged by another provider, unless otherwise stated in writing

Failure to respond by the stated deadline may limit HWH Institute's ability to support completion.

Priority for currently enrolled students

In the event of closure, priority will be given to students who are actively enrolled and in good standing at the time the closure decision is made. HWH Institute may not be able to support former students, inactive students, withdrawn students, or students whose enrollment period has already expired, except as required by written agreement or applicable law.

This priority provision governs teach-out support only. It does not affect the continuity of any license, which is addressed above.

20 Transfer of Credit Policy

HWH may accept completed Level 1 education toward an HWH Level 2 pathway after reviewing the participant's certificate, syllabus, completed hours, provider accreditation status, learning outcomes, and other relevant documentation.

Acceptance of non-ICF-accredited coach education is subject to the ICF standards applicable to the accredited pathway at the time of review, HWH's evaluation of the education completed, and any maximum permitted under the applicable accreditation requirements.

Per ICF policy, we can only accept up to one third of the accredited program's total hours in non-accredited education hours. For example, if you wish to transfer non-accredited hours to count toward our accredited Level 1 60-hour program, we can only accept up to 20 hours in non-accredited education as part of the ICF transfer of credit policy.

You must provide documentation of your coach training program completion, including the organization, syllabus, number of hours completed, completion certificate, and contact information for the organization or trainer.

You may be asked for additional details or documentation on an as-needed basis. Please contact Dr. Lisa Leit at lisa@happywholehuman.com for more information.

21 Consents, Recordings, and Disclosures

Program and accreditation disclosures

Participants authorize HWH to provide relevant enrollment, attendance, completion, mentor-coaching, evaluation, assessment, and performance records to the International Coaching Federation (ICF) or, for participants enrolled in an American Council of Hypnotist Examiners (ACHE) program, to ACHE, or to another applicable accrediting body, where necessary for accreditation review, verification, or audit.

Evaluation recordings

Coaching recordings submitted for assessment may be retained and reviewed for mentor coaching, performance evaluation, faculty quality review, accreditation audit, and program administration.

Group supervision recordings

Group supervision sessions are recorded so participants may revisit discussions. A participant may request that recording be paused at any point, and may request before, during, or after a session that their contribution not be placed in the HWH learning library. Because group sessions involve other participants, HWH takes reasonable measures to protect confidentiality but cannot guarantee it against the actions of others. See §33.

Optional marketing consent

A participant may optionally authorize HWH to use their name, photograph, biography, testimonial, and approved written or video statements in HWH marketing by selecting the separate voluntary consent on the signature page.

Marketing consent is not a condition of enrollment and may be withdrawn prospectively by contacting contact@happywholehuman.com. Withdrawal does not require HWH to recall material already lawfully printed, published, distributed, or incorporated into completed media before withdrawal.

22 Illness and Make-Up Policy

To provide the minimum required training hours for certification, attendance at scheduled sessions is important. If you have an emergency or become ill and cannot attend, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and complete assignments and any coaching session outside the live session where applicable.

As stated in §09, reviewing a recording restores access to content but does not by itself replace required synchronous contact-learning hours; missed synchronous hours must be made up through an HWH-approved real-time activity.

If a participant misses more than 20% of the scheduled synchronous sessions for a course, or otherwise cannot complete the required synchronous hours through available approved make-up options, the participant may be required to complete additional live instruction at their own expense or join a subsequent course offering.

Booking and preparing for your individual mentor-coaching sessions

Individual (1:1) mentor-coaching sessions are booked online using the HWH scheduling link provided at enrollment (currently happywholehuman.as.me/icf-mentoring). Sessions are not arranged by email.

At least 48 hours before each scheduled 1:1 session, you must have completed all three of the following:

1. Scheduled and recorded a 20 to 60 minute coaching session with a client in the Ovida platform.
2. Added lisa@happywholehuman.com as an observer on that scheduled Ovida meeting. The observer role is what gives Dr. Leit access to the session together with its recording and transcript, so a session without her added as an observer cannot be reviewed.
3. Emailed Dr. Lisa Leit at lisa@happywholehuman.com specifying which recorded coaching session you wish to have observed and discussed at your 1:1.

SESSION LENGTH

In line with ICF standards, a mentor coach will stop listening at 60 minutes. A recording longer than 60 minutes will be reviewed only up to that point, so please keep your recorded coaching sessions within the 20 to 60 minute range.

If this preparation is not complete 48 hours before your scheduled 1:1, the session may not be able to proceed as planned and may need to be rescheduled. Rescheduling is governed by the terms below.

Notifications about which session you wish to have observed go directly to lisa@happywholehuman.com. All other student communications and notices go to contact@happywholehuman.com as set out in §02.

Cancelling or rescheduling an individual mentor-coaching session

You may cancel and reschedule an individual (1:1) mentor-coaching session with **24 hours' notice or more at no charge**, as often as you need. Please cancel through your booking confirmation or by emailing contact@happywholehuman.com.

Situation	What happens
Cancelled or rescheduled with 24 hours' notice or more	No charge. There is no limit on how often you may reschedule with adequate notice.
First late cancellation (less than 24 hours' notice) or first no-show	No charge. Every participant has one grace cancellation or no-show.
Each further late cancellation or no-show	The session is forfeited. Any make-up private mentoring session is charged at €150 per hour.

The three individual mentor-coaching sessions included in your tuition form part of the required mentor-coaching structure described in §11. A forfeited session still has to be completed, so any session forfeited under this policy must be replaced by a paid make-up session at the rate above before the mentor-coaching requirement can be met.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and to contact@happywholehuman.com. Reasonable accommodations remain available under §05.

23 Statement on Ethics, Integrity, Transparency

As an ICF-accredited provider, HWH adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of Ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies.

HWH commits to acting with integrity and transparency. We hold ourselves and our participants to a high standard of integrity and state explicitly the measures taken to provide programs ethically. We do not use manipulative or dishonest sales tactics, and we work to provide fair and equitable pricing to support access to and quality of coaching education.

24 Intellectual Property Notice

Copyright © 2022–2026 Happy Whole Human. All Rights Reserved.

Happy Whole Human® content is protected by copyright, all rights reserved. HAPPY WHOLE HUMAN® is a registered trademark. HWH copyrighted materials, trademarks, and proprietary content are owned by Happy Whole Human Spain S.L. or are used by HWH under valid license or permission. HWH offers ICF-accredited Level 1, 2, and 3 coach training programs and presents ICF content as an accredited provider; ICF materials remain the property of the International Coaching Federation and are not owned by HWH.

Use of Skills Learned in Level 1

Participants may apply the general coaching knowledge, ICF Core Competencies, ethical principles, and non-proprietary coaching skills developed through Level 1 in their own coaching practice.

Level 1 does not include training or licensure to facilitate HWH proprietary programs, assessments, reports, eCourses, specialty curricula, scripts, protocols, platform tools, or branded systems.

Participants may not use, reproduce, distribute, teach, facilitate, commercialize, or deliver HWH proprietary materials with clients unless they later complete the applicable post-Level-1 HWH facilitation training and HWH activates the corresponding written license.

STANDALONE LEVEL 1 DOES NOT GRANT A LICENSE

Completion of standalone Level 1 does not grant a license to reproduce, adapt, teach, certify others in, distribute, commercialize, facilitate, or independently deliver proprietary HWH programs, assessments, reports, eCourses, curricula, scripts, protocols, technology, platform tools, or branded systems.

HWH proprietary facilitation and client-delivery rights are taught and granted only through applicable post-Level-1 HWH training. A licensing right activates only after the participant completes the relevant training, HWH confirms completion, and HWH issues or activates the applicable written license.

Participants may use HWH proprietary programs, assessments, reports, tools, scripts, methods, or systems with clients only where an applicable HWH written license or Program-Specific License Schedule expressly grants that right.

Completion of Level 2, Level 3, or Advanced Accreditation in Team Coaching does not automatically grant every HWH license; each licensing right depends on the specific applicable HWH facilitation or specialty training and on written activation of the corresponding right.

Participant workbooks, licenses, access credentials, assessment allocations, and other per-participant materials are issued for the personal use of the participant or designated client for whom they were supplied. They may not be copied, redistributed, resold, reassigned, or reused for additional participants or clients unless the applicable HWH license expressly permits that use. Except as permitted by applicable copyright law, no part of HWH copyrighted materials may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without prior written permission and licensing from HWH.

Artificial intelligence and third-party systems

Participants may not upload, submit, reproduce, train, fine-tune, index, embed, or otherwise expose HWH confidential or copyrighted content to any public or third-party artificial-intelligence system, large language model, machine-learning platform, shared knowledge base, or automated content-generation system without prior written authorization from HWH.

This restriction does not apply to HWH-provided or HWH-approved platforms used as part of the program.

Content licensed from a third party

Some HWH programs and pathways — including the HWH Hypnotic Coaching track — combine HWH's own original work with underlying material licensed from a third-party owner. HWH licenses you only its own material. The third-party owner remains the owner of the underlying material, and your permission to use that underlying material arises directly under the terms on which it was licensed, which permit persons trained and certified by HWH to use it with their own clients.

Any right to use third-party material depends on:

- The terms under which the third-party owner licensed the material;
- Completion of the applicable HWH training;
- The scope of any written HWH license or Program-Specific License Schedule issued to the participant;
- Any applicable Active Good Standing requirement; and
- Compliance with professional, legal, attribution, and scope-of-practice requirements.

Completion of training or receipt of an HWH certificate does not grant a broader right than the underlying third-party license permits.

You may use that content, including HWH hypnosis scripts, inductions, and session protocols, with your own clients in individual and group coaching sessions at the level you have reached, for as long as the applicable third-party license terms, HWH written license, Program-Specific License Schedule, and Active Good Standing requirements permit that use. You may not reproduce, distribute, publish, resell, or record and release it publicly, use it as the basis for a duplicate or derivative product, or teach or certify anyone else in it. You must not remove or alter any authorship credit or copyright notice. Scripts produced by an HWH artificial-intelligence tool are subject to the same limits.

The scripts and session materials carry their own notice of copyright and conditions of use. You must use them as they are, must not publish them without written permission, and must keep the notice with the material whenever you place it in front of a client.

Hypnosis, hypnotherapy, and related modalities are regulated differently from one country, state, and province to another. You are solely responsible for establishing that you may lawfully provide these services where you and your client are located, for holding any license, registration, or professional membership required there, and for practising within your own competence and scope. An HWH certificate is a record of training completed; it is not a license to practise. These materials are provided for educational purposes and are used at your own professional judgment and risk.

If the terms on which that underlying material is available change or end, HWH may modify, substitute, or withdraw it on reasonable notice, and you must then stop using it. That does not create a refund or credit right and is not a closure under §19.

If you are enrolling in the HWH Coach Club, please also review the HWH Coach Club Intellectual Property and Licensing Agreement and the HWH Terms and Conditions at www.happywholehuman.com/terms-and-conditions.

25 Personal Access, Credentials, and Non-Sharing

Your enrollment, your membership, and every account and platform credential issued to you are personal to you and are for your sole use.

You may not share, lend, sell, publish, transfer, or otherwise make available to any other person:

- Your username, password, access code, magic link, or any other credential for an HWH platform or for any third-party platform used to deliver the program, including the learning platform, the coaching-recording platform, the community platform, video-conferencing links, assessment tools, and scheduling systems.
- Course materials, workbooks, slide decks, protocols, templates, assessments, assessment reports, eCourse content, or session recordings.
- Any other HWH material or resource provided to you as an enrolled participant or member.

In addition, and except where HWH has agreed in writing in advance, you may not:

- Permit another person to attend, observe, or participate in a live session in your place or alongside you.
- Record, re-stream, screen-share, relay, or otherwise transmit a live session to any person who is not enrolled in that program.
- Allow your account to be used by more than one person, whether at the same time or at different times.
- Use HWH materials or platform access to train, teach, coach-train, or certify any person who is not an enrolled participant.

WHY THIS MATTERS

Access to HWH platforms and materials is priced and licensed per participant, and accreditation records depend on knowing who actually attended and completed each hour. Sharing access is not a technical breach of an account — it defeats the license you were granted and puts the integrity of the training record at risk.

Your responsibility for your credentials

You are responsible for keeping your credentials confidential and for all activity that occurs under your account. If you believe your credentials have been lost, shared, or accessed by someone else, you must notify HWH at contact@happywholehuman.com promptly.

Consequences of sharing

Sharing access or materials in breach of this section is a material breach of this Agreement. HWH may, at its discretion and without refund, credit, or transfer:

- Suspend or terminate your platform access, your enrollment, or your membership;
- Withhold, suspend, or revoke a certificate, completion verification, badging right, or license;
- Decline to submit or verify only those training hours or activities that HWH reasonably determines were compromised by unauthorized sharing or attendance; and
- Invoice you for any unauthorized access at the then-current published rate for the program or membership concerned.

These remedies are in addition to HWH's rights under §24, §27, and §30, and to any remedy available at law.

26 Acceptable Use of Badging

Subject to these terms, HWH grants an approved Coach (a "Certification holder") a non-exclusive and non-transferable right to use the Certification Designation Badge that corresponds to the Certification Designation granted to them. A Certification holder may use a Certification Designation Badge on promotional displays and advertising materials only if

HWH has approved the named Certification Designation. HWH may suspend or terminate use of any Certification Designation Badge or other HWH mark where one or more of the grounds stated in this section applies. The words, spelling, letter case, comparative size, grammar, punctuation, colors, and graphic design of any Certification Designation Badge may not be modified or altered. Inappropriate use will result in termination of the Certification holder's right to use the Certification Designation.

Inappropriate use includes, by way of example and without limitation, using the Certification Designation Badge to mislead, misrepresent, imply, or suggest that (1) the Coach has obtained a Certification Designation that the Coach has not, (2) HWH endorses or recommends the services provided by a Certification holder or their employees, contractors or affiliates, (3) HWH has entered into a joint venture, partnership, or relationship with a Certification holder other than having granted a Certification Designation, (4) the Certification Designation Badge has any meaning or use other than that provided in this document or in HWH's Terms and Conditions for Certification, or (5) any other person, organization, or entity is entitled to the use or benefit of the Certification Designation Badge.

HWH may suspend or terminate badge use where:

- The badge is misused, altered, or displayed inaccurately;
- The holder has not completed the represented training;
- Certification or licensure is suspended, lapsed, withdrawn, or revoked;
- The holder is no longer in Active Good Standing where good standing is required;
- The badge is used to imply an ICF Credential, government license, endorsement, partnership, or authorization that does not exist; or
- Continued use would materially misrepresent HWH, its programs, or the holder's status.

A Certification holder agrees to terminate use of any Certification Designation immediately at the request or instruction of HWH. Such request may be made pursuant to HWH's grievance procedures or where one or more of the grounds stated in this section applies. A Certification holder acknowledges that use of an HWH Certification Designation Badge does not represent that the holder has acquired a license, registration, or certification by, through, or under a governmental agency, and that the badge is not used pursuant to a government contract.

27 Confidentiality and Non-Disclosure

Participants agree to maintain the confidentiality of all proprietary information disclosed by HWH Institute, including but not limited to:

- Business, customer, marketing, operational, and financial information.
- Intellectual property, including HWH assessments, eCourse materials, AI agents, and coach training content.
- Any third-party information protected by confidentiality agreements.

Participants must not disclose, copy, or use Confidential Information except as authorized in writing by HWH. Upon termination of this Agreement, all materials containing Confidential Information must be returned or destroyed.

This return-or-destruction requirement does not apply to:

- Certificates;
- Transcripts;
- Partial-completion certificates;
- Payment and enrollment records;
- Documents the participant is legally or professionally required to retain; or
- Materials the participant remains expressly authorized to retain and use under an active written HWH license or Program-Specific License Schedule.

All Confidential Information retained under this exception remains subject to the confidentiality, intellectual-property, security, attribution, and use restrictions in this Agreement and any applicable HWH license.

28 Independent Contractor Relationship

Enrollment, training, certification, membership, supervision, and licensure do not create an employment, agency, partnership, franchise, or independent-contractor relationship with HWH.

A participant or certified coach becomes an HWH independent contractor only by entering into a separate written contractor agreement with HWH.

When operating an independent coaching practice, the coach is responsible for their own taxes, licenses, registrations, professional insurance, lawful client contracting, privacy compliance, and professional scope of practice.

29 Marketing and Use of Likeness

Any use of a participant's name, image, likeness, biography, or testimonial in HWH marketing is governed by the optional marketing consent in §21 and occurs only where the participant has given that optional consent. A certification holder may use only the exact HWH-issued designation applicable to the training completed, subject to §26 and to any licensing, branding, or Active Good Standing requirements applicable to that designation.

30 Intellectual Property and Non-Solicitation

Participants acknowledge that all HWH materials and resources remain the property of HWH and must not be used in any manner that infringes HWH's rights.

Participants may not use confidential HWH referral, customer, prospect, sponsor, corporate-client, or commercial-opportunity information to bypass or circumvent HWH.

A participant may not knowingly solicit an HWH-referred client to terminate or avoid an active HWH engagement in order to contract directly with the participant outside the applicable HWH arrangement, unless HWH gives prior written permission.

This clause does not restrict:

- A client relationship that demonstrably existed before the HWH referral;
- A participant's general marketing to the public;
- A client who independently contacts the participant after the applicable HWH engagement has ended, provided no separate contractor, marketplace, referral, or client-allocation agreement applies; or
- Conduct expressly permitted under another written HWH agreement.

Any post-engagement restriction, referral fee, revenue share, or client-allocation term is governed by the applicable contractor, marketplace, referral, or commercial agreement rather than this general Participant Enrollment Agreement.

31 Governing Law and Jurisdiction

This Agreement is governed by the laws of Spain. Subject to any jurisdiction, venue, or consumer right that cannot lawfully be waived, the courts of Barcelona, Spain shall have jurisdiction over disputes arising from or relating to this Agreement.

Nothing in this section removes or limits any right that applicable law does not permit to be waived.

Nothing in this section prevents Happy Whole Human Spain S.L. from seeking appropriate urgent or injunctive relief in a court of competent jurisdiction to protect HWH intellectual property, Confidential Information, Trade Secrets, personal data, or platform security where infringement or misuse occurs or is threatened.

Where the HWH Coach Club Intellectual Property and Licensing Agreement also applies to you, the governing law and jurisdiction for that agreement are determined separately under its own terms.

32 Successors, Assignment, and Continuity

1. Your enrollment is personal to you

Your enrollment, your HWH Pro Membership, your HWH Coach Club membership where applicable, and every right granted to you under this Agreement are personal to you. You may not assign, transfer, sell, gift, sublicense, lend, delegate, or otherwise dispose of them, in whole or in part, whether by agreement, operation of law, or otherwise. Any purported assignment or transfer in breach of this section is void and has no effect.

These rights do not pass to a purchaser of your coaching practice, to a business partner, to a successor practice, or to a company, partnership, or other legal entity — including one that you yourself wholly own or control. If you deliver coaching through your own company, you remain the licensed and enrolled individual, you remain personally responsible for compliance with this Agreement, and the company acquires no rights of its own.

2. HWH may assign

HWH may assign, novate, or transfer this Agreement, and any right or obligation under it, to an affiliate or to a successor organization that succeeds to the HWH program and continues to offer it. Your consent is not required. HWH will notify you where reasonably practicable.

3. Assignment and governing law

Any permitted assignment by HWH remains subject to the governing-law and jurisdiction provision in §31. Assignment does not create a refund, transfer, substitution, or release right for the participant.

4. A successor takes subject to your rights

Where HWH intellectual property is sold, assigned, or otherwise transferred, the transferee takes it subject to the licenses and access rights already granted to enrolled participants and members at the level each has reached, and subject to the continuity commitments in the Business Closure and Teach-Out Policy (§19).

A transferee also succeeds to HWH's rights to enforce §24, §25, and §30 in respect of conduct occurring before or after the transfer. As stated in §19, an acquisition, merger, restructuring, or transfer to a successor is not a closure, and does not by itself entitle you to a refund, credit, or release from your obligations.

A successor takes subject to the participant rights expressly granted under this Agreement and the applicable Business Closure and Teach-Out Policy (§19), but is not required to preserve every platform, faculty member, schedule, delivery method, commercial benefit, or technology unchanged.

5. Death or permanent incapacity

Enrollment, HWH Pro Membership, and HWH Coach Club membership end upon the death or permanent incapacity of the enrolled individual. They do not pass to an estate, heir, personal representative, beneficiary, family member, purchaser, business, or other person, and confer no substitution or transfer right.

HWH may issue an appropriate record of completed education or partial completion in accordance with the Partial Completion Policy (§13). Issuing a completion record does not create a refund, credit, transfer, payment, or continuing-access right.

6. Binding effect

This Agreement binds and benefits the parties and their permitted successors and assigns.

33 Group Coaching Supervision Contract

This section is made between Happy Whole Human (HWH) and the group coaching supervision participant ("Client"). By signing this Agreement, you acknowledge your understanding and acceptance of the terms below.

1. Purpose of coaching supervision

HAPPY WHOLE HUMAN® Supervision is a dynamic and reflective process that supports the continual growth, well-being, and ethical development of coaches and mentors. Rooted in a holistic, whole-person approach, it provides a safe, collaborative space for coaches to reflect on their coaching performance and optimize their own and their clients' personal, professional, and relational health, through a structured yet agile framework that emphasizes:

1. Inspection
2. Adaptation
3. Improvement

HWH Supervision facilitates an empowering cycle of learning and self-awareness that enables coaches to enhance their service quality, well-being, and resilience.

2. Definitions of coaching supervision

ICF definition

- A collaborative learning practice to continuously build the capacity of the coach through reflective dialogue.
- A process to ensure the quality, professionalism, and ethical standards of the coach's work.

EMCC definition

- A structured process for coaches and mentors to reflect on their practice.
- Aimed at ensuring ethical, professional, and developmental growth.
- Supervision includes three main functions:
 - Developmental: enhancing the coach's skills, knowledge, and capacities.
 - Resourcing: supporting the well-being of the coach.
 - Qualitative: ensuring the ethical and professional quality of coaching work.

3. Approaches used in HWH supervision

Supervision sessions may use various approaches depending on the group's needs and the session's focus:

Reflective practice with one participant at a time

- Description: the supervisor invites one participant to present a coaching challenge, ethical dilemma, or case they are working on.
- Role of others: other participants observe, take notes, and may offer feedback or insights after the discussion.
- Purpose: to enable in-depth exploration of a specific issue while providing a learning experience for the group.

Rotational participation

- Description: participants take turns, each presenting a brief topic or case for discussion.
- Role of others: the group contributes insights or feedback on each topic, guided by the supervisor.
- Purpose: to ensure all participants have opportunities to share and receive input.

Co-development model (collaborative group discussion)

- Description: the session is treated as a collaborative space where participants work collectively on shared issues or topics.

- One person as “client”: one participant shares a challenge or case presentation ending in a question beginning “How do I...?”
- Role of others: other group members serve as “consultants”, asking questions and engaging in mutual support, peer learning, alternate perspectives, and discussion.
- Role of supervisor: facilitator of the process and coach.
- At the end of the session the “client” shares learnings and a proposed plan of action.
- Purpose: to review specific cases in a focused and disciplined manner while encouraging group learning and building a community of practice.

ICF mentoring

- Description: focused feedback and guidance aligned with ICF Core Competencies to develop a coach’s skills for credentialing or renewal.
- Role of others: participants may observe and learn as the supervisor provides competency-based feedback on recorded coaching sessions or live demonstrations.
- Purpose: to help participants refine their coaching in alignment with ICF standards.

Blended approach

- Description: combines elements of the above formats, adapting to the group’s needs.
- Purpose: to balance individual focus with group learning and flexibility.

4. Topics for supervision sessions

Clients are encouraged to bring topics related to their work as:

- Team coaches.
- Coaches working with individual clients.
- Relationship coaches.
- Ethical dilemmas encountered in coaching.
- Challenges or questions related to coaching methodology.
- Exploration of specific client cases (anonymized for confidentiality).
- Feedback on coaching strategies and techniques.
- Self-care and managing personal boundaries in coaching.
- Building and sustaining a thriving coaching practice.

5. Client participation

Clients in attendance may include:

- HWH students pursuing certification.
- HWH Pro Membership subscribers.
- HWH Team Coach Premium subscribers.
- Clients seeking group supervision independent of a program.

Attendance is tracked by HWH, and hours may be submitted for continuing education to the ICF. ICF credential-holders may submit up to 10 hours of coaching supervision as core competency Continuing Coach Education (CCE) units toward credential renewal.

6. Format of group supervision sessions

Frequency	Sessions are held weekly on Mondays (except where no participant is available or there is a conflict of interest), at least 35 times a year.
Duration	Each session runs from 11:00 AM to 12:00 PM Central Time (CT).
Special exceptions	On the fourth Monday of each month the scheduled time is used for HWH Business Development instead of supervision.
Group size	Sessions are held for one or more participants to ensure meaningful interaction and participation.
Structure	Sessions typically include check-ins, exploration of topics brought by participants, reflective discussion, and actionable feedback.

7. Limits of confidentiality

HWH is committed to creating a safe and confidential space for group coaching supervision. The following limits apply:

- All participants agree to maintain confidentiality regarding any personal or client-related information shared during sessions.
- Confidentiality does not extend to information indicating harm to oneself or others, or any breach of legal or ethical standards.
- Because supervision takes place in a group, HWH takes reasonable measures to protect confidentiality but cannot guarantee that other participants will maintain it. Participants should share only what they are willing to share in a group setting.

8. Session recordings

- Group supervision sessions are recorded to allow participants to revisit discussions and enhance learning.
- A participant who wishes to keep part of their participation private may request “pause recording” and then “start recording” when appropriate.
- Recordings are posted in the HWH Group Supervision eCourse for viewing, not downloading, unless a participant makes a written or oral request before, during, or after the session to exclude their contribution.

9. Participation requirements

- Attend scheduled sessions punctually and participate actively in discussions.
- Bring relevant topics and questions to contribute to group learning.
- Respect the time, space, and contributions of other participants.
- Abide by ethical guidelines and maintain professionalism.
- Each participant may at any time choose not to explore sensitive topics, emotions, or issues if doing so does not feel constructive, safe, or conducive to their well-being or growth.

10. Additional benefits for HWH Pro subscribers

HWH Pro and HWH Team Coach Premium subscribers may book 1:1 supervision sessions with Dr. Lisa Leit, MCC at a 50% discount. These sessions provide more undivided attention and enhanced confidentiality to address personal and professional needs in a focused, private setting. Contact contact@happywholehuman.com to arrange a session and receive the discount.

11. Example topics

Supervision is not a substitute for other types of support, such as psychotherapy, legal advice, or business consulting. Example topics include:

Client case discussions

1. Navigating challenges with specific coaching clients (anonymized).
2. Managing difficult client relationships or resistance.
3. Exploring breakthroughs and successes with clients.
4. Understanding client behavior and identifying patterns.
5. Balancing confidentiality and transparency with client stakeholders, for example in team coaching.

Ethical dilemmas

1. Addressing conflicts of interest in coaching relationships.
2. Handling situations where the coach's values conflict with the client's goals.
3. Managing dual relationships or boundaries with clients.
4. Ensuring ethical compliance in multicultural or global coaching contexts.

Coach development

1. Reflecting on the coach's internal processes during client sessions.
2. Identifying blind spots or biases in the coach's approach.
3. Developing new coaching skills or techniques.
4. Exploring opportunities for personal growth to enhance coaching effectiveness.
5. Managing the transition between individual, team, and relationship coaching roles.

Team coaching challenges

1. Dealing with group dynamics and power struggles in team coaching.
2. Navigating organizational culture and its impact on team coaching outcomes.
3. Facilitating team accountability and alignment on goals.
4. Identifying the boundaries of the coach's role versus team leadership.

Relationship coaching

1. Supporting clients in developing healthy communication patterns.
2. Managing complex dynamics in relationship coaching, including partnerships, family, or workplace relationships.
3. Creating actionable strategies to help clients strengthen trust and connection.

Coaching methodology

1. Reviewing and refining specific coaching models or frameworks.
2. Experimenting with creative techniques, tools, or exercises.
3. Tailoring approaches to meet diverse client needs.
4. Comparing methodologies for team, individual, and relationship coaching.

Self-care and boundaries

1. Balancing the coach's emotional involvement with professional detachment.
2. Identifying and managing signs of burnout or compassion fatigue.
3. Establishing clear boundaries with clients and stakeholders.

Business development and sustainability

1. Building a thriving coaching practice while maintaining integrity and purpose.
2. Marketing coaching services ethically and effectively.
3. Balancing coaching delivery with administrative and business demands.
4. Navigating pricing, contracts, and payment challenges with clients or organizations.

Acknowledgment and Signature

I have thoroughly reviewed the Happy Whole Human® Institute of Holistic Wellness Participant Enrollment Agreement and agree to adhere to its policies, terms, and conditions.

Program selected

☐ HWH Level 1 Coach Training (standalone) ☐ Cohort Hybrid pathway ☐ Independent-Study Fast Track	☐ HWH Coach Club All-Access ☐ Other HWH program: _____
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Acknowledgments

Please initial each acknowledgment that applies to the program you have selected. You are not asked to acknowledge provisions that do not apply to your program.

Initial	Acknowledgment
	I agree to the general policies in this Participant Enrollment Agreement, including participation, conduct, grievance, confidentiality, and closure provisions. (All participants)
	Level 1 only — I understand that my tuition includes four months of HWH Pro Membership, and that continued access after that period costs €99 per month until cancelled, as set out in §12.
	Level 1 only — I understand that if my Pro Membership lapses my enrollment becomes inactive, that reactivation within the four-year completion period is discretionary and not guaranteed, and that an approved reactivation requires a €500 fee, as set out in §12.
	Coach Club only: I understand that all HWH Coach Club payments are final, non-refundable, and non-transferable; that membership is personal and non-transferable; that there is no separately refundable Level 1 allocation; and that Coach Club is governed by the separate HWH Coach Club Intellectual Property and Licensing Agreement, including its applicable Annual Platform Fee, Active Good Standing, licensing, platform-access, badge, marketplace, and Revenue Share requirements.
	Coach Club only: I understand that proprietary HWH licenses activate only after I complete the applicable qualifying post-Level-1 HWH training, HWH confirms completion and issues the certificate or designation, and HWH issues or activates the corresponding written license.
	I consent to the recording and accreditation disclosures in §21, including the provision of my records to the ICF or other applicable accrediting body where required.
	I agree to the intellectual-property restrictions in §24 and the personal-access and non-sharing rules in §25, including the prohibition on sharing my login credentials or course materials with anyone else, and on uploading HWH content to public or third-party artificial-intelligence systems.
	Level 1 only: I understand that Level 1 teaches foundational ICF coaching knowledge and skills but does not grant a license to facilitate HWH proprietary programs, assessments, reports, eCourses, specialty curricula, scripts, platform tools, or branded systems. Those rights require applicable post-Level-1 HWH training and written license activation.
	I understand that my enrollment and any membership are personal to me, do not pass to my estate or to a purchaser of my practice, and end on death or permanent incapacity, as set out in §32. (All participants)
	I understand that this Agreement is governed by Spanish law and, subject to any jurisdiction, venue, or consumer right that cannot lawfully be waived, the courts of Barcelona, Spain have jurisdiction. (All participants)

☐ **OPTIONAL MARKETING CONSENT — VOLUNTARY AND NOT A CONDITION OF ENROLLMENT**

I voluntarily authorize HWH to use my name, photograph, biography, testimonial, and approved video or written statements in HWH marketing, websites, advertisements, social media, and promotional materials.

I understand that this consent is optional, is not a condition of enrollment, and may be withdrawn prospectively by contacting contact@happywholehuman.com. Withdrawal does not require HWH to recall materials already lawfully printed, published, distributed, or incorporated into completed media before withdrawal.

BEFORE YOU SIGN — ABOUT ICF CREDENTIALS

HWH programs are accredited by the International Coaching Federation. Completion of an applicable HWH-accredited program satisfies the education and other pathway components expressly included within that program. The ACC, PCC, MCC, and ACTC credentials are conferred by the International Coaching Federation, not by HWH. Applicants remain responsible for satisfying all additional ICF requirements applicable to the credential sought, including coaching experience, examination, application, team-coaching engagement, and any other requirement not included within the completed HWH pathway.

Acceptance by HWH

HWH accepts this Agreement by countersigning it electronically, confirming the participant's enrollment in writing, or activating the participant's paid program access after receiving the participant's signed Agreement and applicable payment or payment-plan approval.

The effective date of this Agreement is the later of the date the participant signs; the date HWH confirms enrollment or countersigns; and any later effective date expressly stated in writing by HWH.

HWH acceptance may be evidenced by an electronic enrollment confirmation or countersignature retained in HWH's records. Merely downloading or reading this Agreement does not create enrollment.

PARTICIPANT NAME	SIGNATURE	DATE

HWH ACCEPTANCE

HWH REPRESENTATIVE NAME	SIGNATURE OR ELECTRONIC APPROVAL	DATE

