



mb360

multi-modality coaching | personal and professional development

Working with mb360- Guidelines & Terms

How we work together, and what to expect from your coach.

Applies to	Coaching delivered by Bryony, Matt, and mb360 associate coaches
Programme term	Full programme length (e.g. 3 , 6 or 12 months), non-refundable
Notice period	2 months for rolling contracts
Contact	hello@mb-360.com

At mb360, coaching is delivered by Bryony, Matt, or one of our associate coaches, depending on the programme you join. Wherever you sit in that mix, the same standards, ethos and terms apply. Please read this page so you're clear on how we work, and what we ask of you in return.

Programme Commitment

All mb360 programmes and packages are a commitment to the full programme length (e.g. 3 months, 6 months, 12 months) and are non-refundable.

For clients on rolling contracts, terms may be adapted by agreement, but as standard we require 2 months' notice on termination. This protects the transition period and allows the coaching container to close properly for both you and your coach.

How We Work

We work on honour, trust, truth and reciprocal respect. That's the foundation of everything below.

- **We're here to open doors, not hand you answers.** Our role is to help you build understanding of your own patterns, thoughts and behaviours, so you can let go, heal and grow from the inside out.
- **We work best with clients who show up.** Coaching creates the space; what you bring to it- your focus, energy and willingness to explore, is what creates the results.
- **We don't judge, agree, or disagree.** Your coach won't form opinions on you, themselves, or anyone else in the programme. That means there may be moments that feel unsettling or raise questions- that's welcomed. In the same spirit, we don't take on responsibility for judgements or opinions others may hold about us. We aim to be inclusive of every individual we work with.
- **Emotional safety is paramount.** Coaching can stir things up. That doesn't mean something has gone wrong, it means you're building the capacity to hold your emotions as they come, rather than defaulting to old habits you're working to move beyond.
- **No pressure to commit.** If you're unsure, don't sign up yet. Take your time- there's no pressure purchase here.

Honesty & Disclosure

Please share your history, including relevant health information, honestly. The more accurately your coach understands your starting point, the better they can work with you.

Your coach isn't a mind reader. They're skilled at spotting blind spots and unspoken ceilings, but they can only open the doors you point them toward. If something needs saying, asking, or sharing, that's on you to raise.

Scheduling & Cancellations

We aim to honour your schedule as much as our own.

- Last-minute changes for genuine reasons are welcomed, life happens (for us too!).
- We ask for at least 48 hours' notice for 1:1 cancellations wherever possible.
- All cancellations must be made via the Calendly link or Telegram, so the slot can be reopened for someone else. If a session isn't cancelled there, we'll assume it's going ahead.
- Late cancellations or no-shows will be handled at your coach's discretion regarding rescheduling.

Communication Between Sessions

Coaching doesn't stop when a call ends. Depending on your programme, you may be in contact with your coach via call, email, or messaging. Responses might come as a question, a story, straightforward acceptance, or a considered reply a few days later, each response is a genuine, personalised one, chosen because it's the most useful thing for your journey at that moment.

Confidentiality & Recording

Most 1:1 sessions are not recorded for client review and there are good reasons for this. If you'd like to understand why, just ask your coach.

Group Programmes

Live calls are where the real value happens in our group programmes.

If you miss a call, it's on you to catch up via the recording or a fellow participant's notes. Your coach won't be providing personal summaries of missed sessions. Once you've caught up, send through your insights, questions and reflections, that's where the follow-on coaching happens.

Questions

Questions about any of the above? Get in touch at hello@mb-360.com and we're happy to talk it through.