

1. About the coaching service

Include:

- Paid online coaching provided by Moves to Freedom AS.
- Delivered personally by Nikoline Myrvang, Inner Mobility Coach.
- Delivered through scheduled one-to-one video sessions.
- The package, duration, start date, total investment, payment option and payment schedule are agreed individually in writing before coaching begins.

2. Payment terms

- The coaching agreement must be signed before coaching begins.
- Full payment or the first installment must be received before the start date.
- Installments are charged according to the individually agreed schedule.
- Choosing installments does not turn the package into a month-to-month coaching arrangement.
- Late or failed payments may result in coaching being paused until payment is brought up to date.
- The client should contact you promptly if there is a payment problem.
- Stripe processes the payment securely.

3. Session cancellation and rescheduling

- At least 24 hours' written notice is required to reschedule a session.
- Repeated missed sessions without appropriate notice may lead to suspension or termination.
- Sessions cancelled with less than 24 hours' notice, or missed without notice, are considered used and are not refundable or automatically rescheduled, except where otherwise agreed by the Coach.

4. Package cancellation, completion and termination

- Coaching concludes naturally when the agreed package is completed.
- Before either party ends or pauses coaching early, concerns and needs must be communicated and a good-faith conversation allowed.
- Suspension or termination must then be confirmed in writing by email, fax or signed physical document.
- Coaching may be paused for up to six months by mutual written agreement.
- Moves to Freedom may suspend or terminate coaching for overdue payments, repeated boundary or policy violations, repeated missed sessions, support outside the coaching scope, or where continuing would be inappropriate or unethical.

5. Refunds and remaining payments

- Payments for coaching sessions, support and services already provided are non-refundable.
- If the client chooses to terminate the fixed coaching package early, termination does not automatically cancel the agreed payment commitment.
- Remaining installments continue according to the signed agreement unless otherwise agreed in writing.
- If Moves to Freedom ends coaching for reasons not caused by the client—for example, because the client requires support outside your scope—future installments stop and any prepaid amount for clearly undelivered services is returned.
- Norwegian withdrawal rights are explained separately and remain unaffected.

6. Right of Withdrawal

- If the Client is a consumer and enters into the Coaching Agreement and/or Coaching Relationship through distance communication, including online, email, telephone, invoice, or payment link, the Client has a statutory 14-day right of withdrawal under the Norwegian Right of Withdrawal Act (Angrerettloven). The withdrawal period begins the day after the agreement is concluded.
- To exercise this right, the Client must inform Moves to Freedom AS by a clear and unequivocal statement before the withdrawal period expires to nikoline@movestofreedom.com or to Moves to Freedom AS at the address provided below. No reason is required.
- If the Client has expressly requested that coaching begin before the withdrawal period expires and subsequently exercises the right of withdrawal, the Client must pay a proportionate amount for services actually provided before the withdrawal notice is received. Detailed withdrawal information and the standardized withdrawal form are provided directly to each eligible Client before the Client becomes bound by the agreement.
- Nothing in these Terms limits any mandatory consumer rights under applicable law.

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MOVES TO FREEDOM AS

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