

Humble Terms & Conditions Updated 6th June 2023

Mission Statement:

Let's bring out our best

We are an organisation who **help people bring out their best** by being present and empowering them with skills, knowledge, tools and values that nurture their potential.

Humble guides

Our team of doctors have years of experience in holistic healthcare and performance optimisation (in the public and private sectors). Here our role as "Humble Guides", is to support and empower you on your journey, consulting with you, working and learning together with mutual respect, kindness and honesty.

What we offer

We work with individuals, teams, schools and organisations, tailoring our services both online and in person. We offer holistic health assessments, wellbeing-mindset-lifestyle guidance, tailored talks and courses, among our range of offerings.

Our "Humble Guiding" is recognised and insured by [BGI insurance services](#). Our work is supportive and not a substitute for medical care. So rather than prescribing as your clinicians or coaching from the sidelines, we work together with you and can complement your team (including clinicians and other professionals).

What to expect?

When you get in touch with us, we first listen to what you need and help direct you to the right service to support you. This could be free online resources, a consultation, webinars, group workshops, courses, corporate guidance or signposting to other services.

Our fees are listed on the Humble website.

They may be subject to change and clarified before our services are offered.

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What we ask for?

We ask that people engaging with Humble endeavour to be kind, honest and respectful of each other's rights. Put simply we help you bring out your best and you bring out the best in us too.

We ask that you inform us of any relevant information that may influence our interactions including relevant health conditions. We respect your privacy as per our [GDPR policy](#).

We ask that you respect the people, privacy and property you encounter through Humble (including our intellectual property).

We ask that payment for engaging with Humble is transparent and timely. If you need to reschedule or cancel an appointment we ask that you let us know with sufficient notice (>48 hours). Failure to do so may incur a charge. Cancellation without sufficient notice will incur charges (<48 hrs notice of cancellation will incur half the cost payable within 30 days).

We reserve the right to decline to work with people and organisations.

Agreement

By engaging with Humble you agree to adhere to the terms and conditions as stated here. We will ask you to confirm that you have read these terms and conditions.

How to contact us?

You can contact us via:

The Humble website contact page <https://humble.info/contact/>

Email team@humble.info or

Phone 07936461063.

We endeavour to respond within 7 working days.

If you have information to share, wish to make a complaint or have suggestions please contact us using the contact information above.

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More details

1. **“Presence”** means we endeavour to work with care and attention in the present moment.

2. **At Humble we aim to empower** people with information and support, which does evolve with time. What we share is our humble perspective, not a prescription. Our service is not intended to be a substitute for professional medical/financial/legal advice, diagnosis, or treatment. We ask people to communicate openly with us, their physician or other qualified experts with any questions or uncertainties they may have regarding their engagement with Humble. We also ask that people keep us informed and updated with any relevant medical or other conditions.

3. **Privacy.** We value people's privacy and data as per our [GDPR policy on the Humble website](#) and would only disclose personal information if there was a statutory or other legal requirement. We ask anyone engaging with Humble to agree to adhere to this policy.

4. **Signposting and connecting people to services and practitioners.** The Humble organisation may help to facilitate clients connecting with other independent practitioners (including “Humble Guides” see below). Those independent practitioners are responsible for their own practices (including organising their business affairs, insurance, bookings, fees, rescheduling, refunds, responding to communications and complaints). In this capacity Humble may receive a commission for connecting people, but is not responsible for the subsequent relationships and interactions. Humble may ask independent practitioners, their clients and third parties for evidence of performance to ensure and optimise quality and standards of service that they signpost to.

5. **The “Humble Guides”** are practitioners who are on a register as having completed a “Humble Guides training”. In their training they demonstrated standards in holistic health care that have been accredited by the Bath GP Education Research Trust, approved by the British Holistic Medical Association and recognised to be insurable as a therapy by BGI insurance.

To be active on this register, they also demonstrate ongoing fitness to practise by participating in assessments, continuing professional development and in quality improvement work. Humble may charge a fee for being on this register.

The role of “Humble Guides” is to consult and support people on their journey and help them find their way, (e.g. by offering skills and support in holistic health, mindset and performance optimisation); whilst simultaneously caring for themselves, the Humble organisation and the society/systems in which we live. Being “Humble” means they are willing to work together

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(appreciating abilities and limitations), to support, learn and nurture our potential. They endeavour to work with professionalism, respect, integrity, kindness and honesty.

6. Commissioned to work with Humble. *Self employed contractors (SEC) may be commissioned to do clerical, consultations, presentations and other work in collaboration with Humble Way Ltd. They may be paid a fee for these services by Humble. They are self employed, self insured and responsible for their own actions. This includes maintaining and developing standards, fitness to practice and working within the boundaries of safe and professional practice. We expect the highest standards of people, practitioners and organisations working with and representing Humble. If any person or organisation fails to meet standards of professional practice then we may decline to work further at any stage and report their actions to the appropriate authorities.*