

Coaching Agreement

This Coaching Agreement for coaching services

Dated: The "Effective Date"

is made between: The "Coach"

and The "Client"

will continue for a duration of up to 12 months, or until the client terminates the services (whichever comes first).

Coaching is a collaborative process with an ongoing relationship between the Client and the Coach. The coaching experience supports the Client in establishing new behaviours. The coaching relationship is strengths-based, forward-looking, and collaborative. The coaching agenda is developed and implemented in partnership between the Client and the Coach, with the role of the Coach being to help the Client progress toward achieving a goal.

- The Client and the Coach agree to engage fully in the coaching experience
- The Client recognizes that coaching is not therapy, counselling, or consulting

1. Confidentiality

The Coach agrees to keep all conversations and information with the Client private and confidential, as allowable by law. No personal information will be shared with anyone without the Client's express permission. Exceptions may be made if there is an imminent threat of serious injury to oneself or someone else.

2. Data Security

As require by The General Data Protection Regulation (GDPR) your name and contact details will be kept in a locked filling cabinet if in hard copy format or within password protected files when digitally received. Data will not be kept any longer than necessary and will be destroyed, deleted from file after a maximum of 7 years.

Please refer to our privacy policy on our website for further information.

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3. Waiver

You hereby release, waive, acquit and forever discharge your Coach, any agents, successors, assigns, personal representatives, executors, heirs and employees from every claim, suit action, demand or right to compensation for damages you may claim to have or that you may have arising out of acts or omissions by yourself or by your Coach as a result of the advice given by your Coach or otherwise resulting from the coaching relationship contemplated by this agreement.

You further declare and represent that no promise, inducement or agreement not expressed in this agreement has been made to you to sign this agreement. This agreement shall bind your heirs, executors, personal representatives, successors, assigns, and agents.

4. The Services

By entering into this relationship, the Client and Coach acknowledge that the Client desires to make a behavioural change or some type of improvement in his or her life. Behavioural change often takes time to implement and sustain. The pace of change is uncertain and varies amongst individuals. As such, the Client and Coach agree to a minimum of a 3-month relationship, within this relationship-

- You understand that the coaching service you receive are not a substitute for professional mental health care or medical care and are not intended to diagnose, treat or cure any mental health or medical conditions.
- You understand that all comments and ideas offered by your coach are solely for the purpose of aiding you achieving the defined goals mutually established with your coach. You acknowledge that specific results are not guaranteed.
- The Coach cannot prescribe treatment or diagnose medical conditions. They may at any time ask to consult with your doctor should any mental health or medical condition arise.

5. Coaching Session Procedures

Coaching sessions may occur by phone, through video call, or over email, depending on the venue that works best for the Client and what coaching package is selected.

- The Coach and Client agree to adhere to established appointment times.
- The Coach and Client agree to begin and finish all appointments on time. If the Client is more than 15 minutes late to an appointment, the Coach will assume that the appointment is cancelled and the Client will be responsible for the full coaching fee. If the Coach is more than 15 minutes late to an appointment, the Client may assume that the session is cancelled and the Client shall not be responsible for any payment for that session and a refund or additional session shall be given.

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- The Client agrees to cancel or reschedule an appointment at least 24 hours in advance, without a change fee. Any changes or cancellations within 24 hours are subject to a 50% cancellation fee.
- Sessions are by phone either via Zoom, FaceTime audio, WhatsApp audio or by telephone direct. In all cases the client is responsible for calling the coach. The coach is open to other formats by mutual agreement. The Coach is responsible for ensuring that they are available for consultation at agreed times.
- The length of each session set by the client at the time of booking on the appointment booking platform and paid for accordingly at the time of booking. Sessions may over-run by mutual agreement and paid for retrospectively, but only if the Coach has no commitments immediately following the session.

6. Cancellation Policy

Clients maintain the right to cancel payment at any time. Cancellation must be given in writing and received before the following invoice cycle. If you need to cancel a session, please give 24 hours notice to reschedule the monthly session, or this session will otherwise be charged

7. Coaching Fees

The fee for all coaching services will be charged on a sessional basis at a rate of £60 per session booked. This fee is payable using Bank Transfer prior to the session.

8. Rearranging Sessions

If the client needs to rearrange a coaching session, they should provide at least 24 hours notice. No refunds will be given to clients for unused coaching sessions unless 24 hours notice has been given. In exceptional circumstances the Coach may need to rearrange a coaching session. In those instances he will also give the client 24 hours notice where practical.

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9. **Purchasing Extra Sessions**

Extra session purchases can be made directly with the coach subject to availability.

10. **Cancellations**

If the Coach fails to give you 24 hours' prior notice of any cancellation, you will be entitled to 1 extra hour of coaching, in addition to the session you missed. We require a minimum of 24 hours' prior notice of any cancellation of any coaching workshop sessions. If you fail to provide a minimum of 24 hours' prior notice, you will still be charged for the session slot. Any rearranged cancelled sessions will be at a time mutually agreed between you and the Coach.

11. **Early Termination**

In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, the Coach can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by the Coach where practicable and will be refunded any advance payments made for coaching sessions not yet provided.

12. **Variation to Terms & Conditions**

Where an Initial Number of Sessions is agreed, any changes to these terms and conditions intended to take effect prior to the conclusion of those Initial Number of Sessions will only have effect if agreed by both the Coach and the client and confirmed by the Coach in writing by email or letter. In other cases, the Coach may change any of these terms or conditions including the Per Session Fee by giving the client one week's notice in writing by letter or e-mail of the change(s). If following receipt of such notification of change, the client no longer wishes to proceed with further coaching sessions, they may withdraw

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from the service immediately by giving notice in writing by email or letter and they will then be entitled to a full refund of any fees paid in advance for coaching sessions not yet provided. Such notice will be effective on receipt by the Coach

13. Complaints

If for any reason you are unhappy with the service provided please contact the coach in writing, your complaint will be responded to within 48hours from being received.

14. Refunds

If for any medical reason you are no longer able to complete any coaching sessions, you will be given a refund on any outstanding sessions. We may ask for you to provide proof from your doctor.

By signing below, the Parties acknowledge that they have read, fully understood, and fully agree to the terms and conditions of this Life Coaching Contract as they are written.

Signed:

Date: