

Client Policies and Procedures

I am really looking forward to coaching you to accomplish exactly what you *truly* want.

On a business note, I want you to be familiar with my policies and procedures. If you have any questions, just ask at our next session, or call/e-mail me.

Fee

\$200 per month payable in advance due by the 5th day of each month

Session Times:

Duration of session: 30 - 45 minutes Times per month: 3

Procedure

We will agree mutually convenient meeting times for your sessions. Sessions will be given on the phone or in person or a combination of both.

Cancellations and re-scheduling

If you need to reschedule your appointment, please give me at least 24-hour's notice. There is no guarantee that we will be able to re-schedule, but I will make every effort once you give me 24 hours notice. If you have an emergency, rescheduling will be done as my schedule allows. Cancelled sessions need to be made up within the month. There may be a time that I need to reschedule as well, but I will let you know as far in advance as possible.

Termination

Cancellation must be in writing. Payment made for current month shall be considered full payment for coaching unless there is an unpaid balance. In the event of fees owed at the time of cancellation, full payment is due and payable.

Extra Time

You may call me between our sessions if you can't wait to share a success with me, need advice, or have a challenge you want to work through. I do have time between our regular sessions to speak with you, if needed. I enjoy providing this extra level of service. I do not bill for additional time of this type, but I ask that you keep the extra calls to 5 or 10 minutes each, please. Alternatively, you can always e-mail me and I will get back to you as soon as possible.

Testimonials

When you are delighted with your results and have seen the evidence in your life or business, may I ask you for a testimonial for the web site?

Referrals

I accept new clients on a referral basis, which I encourage and appreciate. As recognition of such, I will give one month free coaching to you for every new client at your fee level you introduce who is coached by me for a three-month period.

Professional Coach Accreditation Certification:

As part of my ongoing professional development, the hours for these sessions will count towards professional development and further professional coaching accreditation and certification. By signing this agreement you agree to allow the hours and your contact details to be provided to the International Coach Federation (ICF) to meet the requirements to become an Accredited Coach. The ICF handles all information with the highest regard towards confidentiality.

Confidentiality

The Coach recognises that the Client may have the following: Future plans, business affairs, customer/client/patient lists and information, financial information, job information, goals, personal information and other proprietary information. The Coach will not at anytime, either directly or indirectly use any information for the Coach’s own benefit, disclose or communicate in any manner any information to any third party. The Coach will not divulge that the Coach and Client are in a coaching relationship without the permission of the client.

Nature of Relationship

The client is aware that the Coaching Relationship is in no way to be construed as psychological counselling or any type of therapy. In the event that the client feels the need for professional counselling or therapy it is the responsibility of the client to seek a licensed professional. Client is aware that the Coaching Relationship is in no way to be construed as business consultancy. In the event that the client requires same, it is the responsibility of the client to seek such professionals, as the client deems necessary. Coaching results are not guaranteed. Client enters into coaching with the understanding that they are responsible for creating their own results.

This Agreement should be read in conjunction with the above client policies and procedures.

I, the client have read and agree with the above.

Client Signature:

Date:

Print Name:

Coach Signature: 

Date: