



**These Terms and Conditions set out the arrangement between us.**

## **1. The Service/Process**

- 1.1. Coaching consists of one to one, target outcome-focused, structured sessions.
- 1.2. It includes initial assessment, treatment planning, goal setting, selecting interventions, historical information gathering, psychoeducation and practical support in applying strategies to manage different areas of life, including: self-image, health, career, study, relationships, family, personal growth, recreation and physical environment.
- 1.3. Individual coaching plans usually include a therapeutic element in order to support emotional wellbeing. Whilst still being solution focused, this may involve gaining more awareness of the root cause of core beliefs, coping mechanisms and personality.

## **2. Coach & Client Responsibilities**

- 2.1. The coach agrees to deliver the services with reasonable care and skill, consistent with reasonable practices, standards and ethical codes of conduct applicable in the industry.
- 2.2. The coach agrees to take responsibility for keeping to the time boundary of the sessions.
- 2.3. Both coach and client agree to take responsibility for the process and positive outcomes.
- 2.4. Both coach and client agree to communicate clearly, honestly, respectfully and with compassion.
- 2.5. Both coach and client agree not to attend any session whilst under the influence of alcohol or illegal drugs.
- 2.6. The client commits to taking positive action in between sessions to make improvements to meet the target outcomes identified.

## **3. Sessions & Charges**

- 3.1. Coach and client discuss an initial timeline for treatment. This may be 6 sessions, 12 sessions, 24 sessions or sessions on an open-ended basis. Either party can decide to end the sessions by giving a minimum of 48 hours' notice but the coach is committed to creating a satisfactory ending for the client. For some clients, sporadic coaching becomes a part of their ongoing life planning and management.

- 3.2. Standard session length is 55 minutes. The client agrees to pay £75 per session and payment will be requested via secure software in advance of the first session. The client agrees that the card details provided will be stored on secure software and payment for subsequent sessions will be automatically taken straight after each session.
- 3.3. Reduced length sessions of 40-minute sessions may be appropriate (usually for clients aged 16-21 years). 40-minute sessions are £55.
- 3.4. The client accepts that the coach has communicated that coaching is most likely to be effective if a minimum of 6 sessions on a weekly or fortnightly basis are undertaken.
- 3.5. If the client needs to cancel a session, the coach asks for 48 hours' notice or else the session will still be charged (except at the coach's discretion, unforeseeable circumstances).
- 3.6. The coach and client agrees to give each other as much notice as possible of their absences.

#### **4. Confidentiality, Data & Communications**

- 4.1. The client accepts that in order to benefit from the delivery of the Services, they will be encouraged to disclose personal data and/or confidential information.
- 4.2. The client and coach agree to create a safe, confidential environment in which to have coaching sessions. Both the client or coach agree not to tape sessions unless prior agreement from both parties has been received.
- 4.3. Where the processing of personal data takes place, the coach will only process data to the extent reasonably required to enable proper delivery of the Services.
- 4.4. The coach will only retain personal data for as long as is necessary to allow completion and delivery of the Services.
- 4.5. The coach agrees not to disclose any personal data to any third party and agrees to process the data in compliance with the relevant data protection legislation, namely the GDPR. The coach has put in place reasonable processes and measures to ensure the safety and security of any personal data processed. For details as to how personal data will be processed, please refer to the Privacy Notice held on the [website](#).
- 4.6. The client understands that all coaching sessions are confidential. There are however, limits to confidentiality outside the organisation if:
  - there is a risk of serious harm to the client or another
  - the organisation is ordered to disclose information by a Court

**The client and coach confirm that by the client issuing an initial payment for a session, they are both agreeing to the above conditions.**