

ENGAGED MINDS TERMS AND CONDITIONS

Please read carefully as this document contains important information about the way that we work and how we will both work together. We will be happy to discuss any of the terms and conditions below with you at any time.

Coaching: Coaching is a partnership (defined as an alliance, not a legal business partnership) between the Coach and the Client in a thought-provoking and creative process that inspires the client to maximize personal and professional potential and where coaching is referred to below this outlines how the service will be delivered.

1. **Payment Terms:** All Individual or a Group of Coaching Sessions (such as groups of 4, 6 or 12 etc) will be Payable in Advance at the time of booking
 - a. (We ask that you please have your credit/debit card to hand when you phone us to book, or please bring along to the 1st consultation session).
2. **Client Responsibility:** The client is responsible for creating and implementing his/her own physical, mental and emotional well-being, decisions, choices, actions and results. As such, the Client agrees that the Coach is not and will not be liable for any actions or inaction, or for any direct or indirect result of any services provided by the Coach. Client understands coaching is not therapy and does not substitute for therapy if needed, and does not prevent, cure, or treat any mental disorder or medical disease.
3. **Client understanding:** Coaching is not to be used as a substitute for any professional advice by a legal, mental, medical or other qualified professional and the client will seek independent professional guidance for such matters. Coaching is not a replacement for counselling or medical health care and we do not have medical training.
4. **Privacy:** Your personal card details will be kept confidential throughout the duration of the coaching and are destroyed once the coaching has been completed.
5. **Demand:** Due to a high demand for session times from other clients we kindly advise that no sessions will be booked in advance until advance payment has been made and received.
6. **Change of Appointment Times:** If you wish to change your appointment then we will require the relevant notice which could be 24 or 72 hours notice (depending on the coaching package which has been agreed by you and this will be discussed at the start of the sessions). Failure to provide us with the minimum amount of notice will require that the session is charged for.
7. **Commitment:** When you have signed up for 1 coaching session or a group of sessions then you have signed up to commit to all of the sessions. It is very important that you agree to commit and take all sessions within the jointly agreed time scales that we discuss at the start of the 1st session. If you do not agree to take the sessions within the agreed timescales then these can be lost and it will be your responsibility to ensure that you attend each of the agreed sessions on a regular basis.
8. **Unforeseen circumstances:** We understand that there could be an occasion where you fall ill or you may have a valid reason for not attending a coaching session with us so you must contact us to let us know of the reason as failure to do so may result in losing the agreed session.

9. **Change of Mind:** We work on a client committed approach and to work on your personal or business goals will often require a group of coaching sessions. Should you wish to opt out of the course of sessions, at any time throughout the agreed period of coaching sessions, or if you change your mind, then you will not be reimbursed for any remaining sessions.

To get maximum results and impact coaching requires a group of sessions, a set period of change and development and commitment to achieve a goal or agreed set of goals.

10. **Delivery:** If it is more convenient for you then it could be possible to have any of the remaining sessions via telephone or via skype and should you not wish to take up this then you will not be reimbursed for any remaining coaching sessions.
- a. Rarely your Coach will need to cancel an appointment at short notice and if this is the case then as much notice as possible will be given and your next session will be booked at the next mutual convenient appointment.
11. **Appointment Process:** We ask that you please arrive on time for your coaching sessions even if this is delivered in person, via skype or phone. If you as the client will be late then you will only receive the remaining time for the agreed session.
12. **Cancelling the Session:** If a client arrives under the influence of alcohol, drugs or becomes abusive in anyway during the session then we reserve the right to cancel that session immediately and the session will be charged for and the Coach has the discretion to choose whether to work with the client or not in the future.
13. **Personal Information:** Notes will be taken during each of the sessions and are for our benefit only. These will be the property and responsibility of the coach and will not be issued or copied to clients, other third parties or any stakeholders either during or when coaching is complete. All our notes will be kept for 3 months and then destroyed in a responsible and confidential manner.
14. **Confidentiality:** All Coaching sessions are Strictly Confidential. If we do come across any situations where you may cause harm to yourself, any others, or you are involved in any illegal behaviour then we will be duty and legally bound to report this information to the relevant authorities and we will notify you of this.
15. **Client Satisfaction:** We regularly ask our clients if they can rate our services, if they will provide a written or verbal testimonial and if they will write a review based on our services. We may on occasion ask for a picture of you and the Coach and whenever we do any of the following or we wish to publish any of the above on social media for our marketing purposes then we will ask your permission either verbally or in writing.
16. **Regular Feedback:** We will at every session ask you to rate the session so this is an opportunity for you to feedback any changes in relation to the direction of your coaching as progress will be monitored throughout the duration of your coaching. If you have any complaints about the coaching, the direction or pace of the session or sessions or have any issue in relation to the coaching experience then it is important to feed this back at the end of each session so this can be resolved at the first opportunity.

17. **Process for terms and Conditions:** As our client you are invited to view these terms and conditions during any coaching session and you will be sent a link to them at the start of the coaching sessions. You will have every opportunity to view and discuss them before or during the agreed coaching sessions and they cannot be disputed once coaching has commenced. They are referred to and implemented for the benefit of both you the client and for the Coach to ensure all our services are carried out in the most professional and efficient manner.