

## Terms and conditions of sale for Sian Rowsell Coaching and Training

Client Name	
Address	
Email	
Phone	

The company providing this service, Sian Rowsell Coaching and Training, will be referred to as “supplier” in the remainder of this document.

### Sessions and Frequency

1 hour / every week

### Schedule

Times and dates of all sessions to be confirmed before commencing.

### Method (please tick where appropriate)

Telephone  Zoom  Teams  WhatsApp  Skype  FaceTime

### Extra Time

Client may e-mail or text the coach between scheduled sessions if there is a problem or to share a success.

### Fees

- A. 12 months of coaching support £12000
- B. 3 months of coaching support £3300
- C. Monthly payment of £1100 before the start of each 4-week block

### Payment

All payments are to be made by bank transfer and cleared into the supplier's bank account 7 days before each set of 4 coaching sessions. If payment is not received the supplier cannot guarantee to hold the sessions.

### Procedure

Client will call/meet the coach at pre-arranged times. In the event of the client being late, the coach is at liberty to end the session at the pre-arranged time.

### Cancellations

If the client cancels less than 14 days but greater than 7 days before the session, 50% of the charge for that session will be retained and the other 50% used as a credit for the rescheduled session.

If the client cancels less than 7 days before the session, 100% of the charge for that session will be retained by the supplier and a new charge will be raised for the rescheduled session.

In exceptional circumstances, if the supplier needs to postpone a session, 24 hours' notice will be given and the session will be rescheduled for a new mutually acceptable time as soon as possible.

## Problems

If the coach ever says or does anything in a session that you don't feel comfortable with or if you have any concern with the way we are working, please let the coach know as soon as possible.

## Termination

The initial term is 3 months; thereafter it will be on a month by month basis. After the initial 3 months is up, the client may cancel this contract at any time in writing giving a minimum of 1 months' notice.

The supplier can cancel this contract at any time with 1 months notice for reasons including, but not limited to, coaching is not the right intervention for the client, or the supplier thinks at this point the client would be better suited to a different style of coaching. No refund for sessions held will be due to the client in either of these cases.

## Abusive language and/or behaviour

In all instances the supplier will reserve the right to remove any of its personnel from a session if it is deemed unsafe or if they are subjected to abusive or aggressive behaviour. In this instance the client will be liable for any costs incurred as a result and no monies received will be refunded.

## Insurance

The supplier holds all relevant insurances, copies of the certificates can be provided upon a written request being received.

## Confidentiality

The coach recognises that anything the client shares with them is regarded confidential, whether it is business or personal information. The coach undertakes not to, at any time, (unless required to do so by law), either directly or indirectly, use or disclose any information the client shares with them during their sessions. For further details regarding this please refer to the Code of Ethics.

## Data Protection

The supplier agrees not to disclose client details to any 3<sup>rd</sup> party unless obliged to do so by law.

## Nature of Coaching

The client is aware that the coaching is in no way to be construed as psychological counselling or any type of therapy. Coaching results are not guaranteed. The client enters into the coaching with the full understanding that they are responsible for creating their own results.

Client has read and agreed the above

Client: \_\_\_\_\_ Date: \_\_\_\_\_

Coach: \_\_\_\_\_ Date: \_\_\_\_\_