CLIENT COACHING AGREEMENT

Please take the time to read this Client Agreement so that you can get the most out of our arrangement; that way, we walk in alignment. The items listed below form our Coaching Agreement. This document is intended to have legal significance (particularly the 'Liability' section) and as such, you are free of course to consult with your legal advisor. Please bring two signed and initialed copies of the Coaching Agreement to your first session.

Coaching Sessions:
All Coaching sessions are 60 minutes in duration, and have a sell buy date of 12 months, that means you can use your sessions however frequently you wish within 12 months of purchase, after which time all unused sessions will expire.

Payment:
All sessions are paid for in advance by either Cheque, Cash, Credits Cards or E-Transfer. Please refer to our website for additional information on our pricing structure at, www.solutionslifecoaching.ca and follow the Booking & Costs link.

Phone calls & texts:
I can make time available between our regular sessions to speak with you, but I do ask that you keep any calls or texts brief. All texts, over one liners and phone calls over five minutes will be chargeable based on time, eg; a 15 minute text or phone conversation will show as 25% of one session on your time sheet.

Rescheduling Sessions
Please make your coaching appointments a priority; after all, these sessions are about you. If you need to change a scheduled appointment, please let me have at least 24 hours' notice, hopefully I will be able to offer you alternative time slot within that week. If you miss a session without first informing me, no refund will be given and the session will be logged to your time sheet.

Referrals
I love referrals! A referral coming from you shows me that you are very satisfied with your Coaching progress. This is obviously much more rewarding than a client from the Yellow Pages. If you know someone who would benefit from a Coaching session, I would ask that you simply refer him or her to my website at: www.solutionslifecoaching.ca where they can contact me directly and request a complimentary consultation. Please have them mention your name in the text of the letter. For a referral who becomes a client and books a minimum of 10 sessions I will credit you with one free session.

Termination of agreement & refund policy:
All coaching sessions are pre-booked, paid for in advance, and non-refundable (should a client terminate our agreement for whatever reason). We reserve the right to terminate our agreement and cancel all pre-booked sessions without refund or explanation should a client manifest hostile, aggressive, inappropriate, or violent behavior. If, however, we should choose to refund a client, the refund (based solely on our discretion) will be calculated on the remaining pre-booked sessions left on the client's work sheet. The sessions already used will then be recalculated at our normal hourly rate, rather than the discounted rate paid for by the client. Further to such cancelation, the client will also incur an additional $100.00 administration fee. All pre-booked sessions must be used within 12 months of purchase.

Initials:.....

Liability Responsibility
I work on the basis that you are fully responsible for your own life and decisions. I will offer suggestions, options, and coaching, based on my own life and professional experience, and I will work with you to identify solutions to your problems, but any decision about a course of action is yours, and you accept full responsibility for such decisions. You should carefully evaluate the consequences of various options, and decide accordingly. I make no representation, or warranty to you that any of the coaching methods, sessions, or activities will work for your particular circumstances and in no way guarantee any results.

Agreement not to Hold Liable & Indemnity.
You acknowledge that the Coaching Sessions may be personally, emotionally, and physically challenging and that there may be occasions on which you will feel such challenges including, but not limited to frustration, anger, annoyance, and stress. You agree to cancel with 24 hrs notice any session in the event that you are not well enough to continue. You will not hold me liable for any loss or cost incurred by you (or any person related to or associated with you, including but not limited to your customers) in the event of mental, physical, financial, emotional stress, or distress (or other ailment or condition) caused either directly or indirectly in relation to the Coaching Sessions. You shall indemnify me in the event of any such claim, including but not limited to any claims made against me by any person related to or associated with you, including but not limited to your customers. Anything said by me, verbally or in writing, shall not be constituted to be advice of any kind, including, but not limited to, medical, psychological, legal, financial, counseling, business, or actuarial advice. You agree that I shall not be liable to you in any way, and You shall indemnify and save me harmless for any and all losses or costs incurred by you or any other person, including but not limited to your customers, for any action or inaction taken by you or anyone else as a result of the Coaching Sessions or any other conversations you and I have, whether by meeting, texts, email, telephone, or otherwise. You represent and warrant that you do not have a history of mental illness. Further, you represent and warrant that you are not currently undergoing therapy of any kind, or that if you are, you have obtained the express permission of your therapist to engage in this coaching arrangement. If you cannot make these representations and warranties, you have an obligation to inform me of any such history, or any past therapy sessions, so we can discuss if coaching is appropriate for your circumstances. If you begin therapy during our coaching, you agree to immediately obtain the express permission in writing by your therapist to continue being coached, (a copy will need of this letter will need to be on our file) or you will cancel all future coaching sessions. I reserve the right to terminate our sessions immediately, and without prior notice, if I believe therapy would be more appropriate for your situation than coaching. (In such case you would receive a full refund of the un-used sessions based on our refund policy)

Jurisdiction
However unlikely, in the event of any disagreement or dispute between us, you agree that the laws of the Province of Alberta, Canada shall be applied to this agreement.

AGREEMENT SECTION
I *(please print your name)*…….
I have read, understand and agree to the above terms and conditions:

Clients Signature……..Date……..……

Solutions Life Coaching……..……..Date……..……..……

Tel: 403-872-2153
Skype: Terry Johns
Email: coaching@live.ca
Website: www.solutionslifecoaching.ca