



Client – Coach Agreement

I've designed this agreement to make sure the coaching sessions work well for you, and that we create the best environment to help you make the changes you want. It explains how we will run the sessions and what you can expect from me, as the Coach, and how you can get the best out of the experience as the Client.

Before we start working together, please read through this agreement and sign below if you are happy to continue.

This agreement is entered into by and between **Katy Smith of Coach With Katy** and you, the Client, to create a clear and healthy coaching relationship.

The Coaching Relationship

Coaching is a collaborative and supportive partnership between the Coach and the Client. As your Coach, I am here to support you achieve your goals, within a safe and confidential space. Your coaching sessions will be focused primarily on your present and future. To help resolve some issues we may occasionally explore elements of your past. However, you can share what you wish about that and anything else at your own discretion.

Coach's Responsibilities

- To manage the coaching process
- To maintain confidentiality

As your Coach, I will ask you intriguing questions that will guide and support you towards finding solutions to your blocks for yourself. I will not tell you what to do or make decisions for you. This approach will empower you to take responsibility for achieving the outcome of the coaching sessions. Any guidance given by me is advisory only and is not to be relied upon.

My experience suggests that you'll find the coaching sessions valuable, however from time to time I may suggest referral to other interventions and professionals if I think it would be useful for you.

Client's Responsibilities

- To attend sessions as agreed
- To set and pursue goals

- To make your own decisions

As the Client, you have an equally important role in the sessions as me, your Coach.

You'll be in charge of making decisions on how you will best move forward and what actions you will take. I'll support you on your coaching journey, but it is your responsibility to engage and 'do the work' within and outside of the coaching sessions. Only you can make the changes that you seek to make.

This approach provides the best route to achieving your desired outcome.

Communication and Availability

Signing this document is taken as an agreement for me, the Coach, to use your email and phone number to contact you. Coaching will be conducted only within booked session times. The times and locations of these sessions will be mutually agreed upon by us both. Outside of coaching sessions, contact will primarily be by email or WhatsApp messaging, but when required short phone calls can be arranged.

My email address is: katy@coachwithkaty.com

My business hours are: 8:30am - 3pm, Monday to Friday.

Although I may reply to emails outside this time, I reserve the right to reply only during these business hours and when I am not on leave.

Newsletter Subscription

By signing this Agreement, the Client agrees to be subscribed to the Coach With Katy newsletter. The newsletter may include updates, coaching tips, resources, and information about services or events. The Client may unsubscribe at any time by following the unsubscribe link provided in each email.

Payment

I will provide you with payment details in advance of your first session.

Session fees must be paid at least 24 hours in advance of the start of the session, otherwise the appointment may be cancelled and rearranged.

Session Package Expiration Policy

When purchasing a package of three (3) coaching sessions, all sessions must be used within six (6) months from the date of the invoice. Any unused sessions remaining after this six-month period will expire and will not be eligible for refund, credit, or transfer unless otherwise agreed to in writing by the Coach.

Cancellation Policy

- Sessions can be cancelled or rescheduled by either of us.

- You, the Client, can cancel or request rescheduling of sessions up to 24 hours before the appointment time free of charge. If you cancel within 24 hours of the session, you will forgo your session fee.
- If you are late for a session, I will wait for 10 minutes before you will be noted as having cancelled and you will not be entitled to a refund.

Confidentiality

It is likely that the coaching sessions will cover some personal and, sometimes, sensitive information. I take your privacy very seriously. I will not disclose any of your personal information unless I have a professional and legal responsibility to do so. Such specific and highly limited circumstances may include contacting appropriate and relevant authorities:

- If I feel you could be a danger to yourself or others. Whilst it would be my preference to openly discuss this with you and make a referral with your consent, due to legal obligations I cannot guarantee this under all circumstances; and / or
- If legally required to disclose information.

In the absence of these unusual circumstances, no information from coaching sessions will be shared with any other business or individual.

Data Protection

I store client data in the following ways:

- Coaching session notes: stored in password protected files on my computer, accessible only by me and / or paper copies of session notes stored in a locked filing cabinet, only accessible by me.
- Client email address and phone number: stored on my private Coach With Katy email account and on my personal phone, both password protected, accessible only by me. For further information, the Client may refer to the Coach With Katy Privacy Policy <https://www.coachwithkaty.com/privacy-policy/>.
- The Client's email address and personal data will also be stored and managed on the Intuit Mailchimp platform for facilitation of the Coach With Katy Newsletter. For more information, the Client may refer to the Intuit Mailchimp's Privacy Policy at <https://mailchimp.com/legal/privacy>.

Information About Me

I hold a Clinical Diploma in NLP, Coaching & Hypnotherapy, certified as an Advanced Master Practitioner (Dip Clin Hyp NLP Coach), awarded by The Phil Parker Training Institute.

I am currently undertaking further advanced training with the Institute of Leadership & Management : Level 5 Qualification in Coaching & Mentoring.

I am a member of the British Institute of Hypnotherapy and NLP.

I hold Professional Liability & Malpractice Insurance with Balens Limited.

Coach Disclaimer

The Client agrees, understands, and acknowledges that:

- The Coach, Katy Smith, is not responsible for any actions or inaction, or for any adverse consequences experienced by the Client, including but not limited to any type of employment, financial or personal loss.
- Coaching is not a substitute for professional medical advice.
- Any decisions and choices are exclusively the Client's responsibility.
- To enhance the coaching relationship, the Client agrees to communicate honestly, be open to feedback, and create the time and energy to participate fully in the coaching sessions.
- It is the Client's responsibility to raise any questions or concerns with me in a timely manner.

This Agreement reflects a complete understanding of the parties with respect to the subject matter. This replaces all prior written and oral agreements and may not be amended or altered except in writing signed by both the Coach and the Client.

Please date and sign below to declare that you, the Client, agree to all the information provided to you in this Agreement.

I hereby acknowledge that I have read, understood, and agree to this Agreement and the above conditions.

Client Name:

Signature:

Date: |