



Client Agreement

- **DESIGNED ALLIANCE:** Our relationship, as client and coach, is a designed alliance. It is “designed” because it is customized to meet your needs and to support your unique goals and vision. It is an “alliance” because you and I are both intimately involved in co-creating the coaching experience.
- **COMMITMENT:** You are hiring me as your coach and mentor because you want to create significant growth & changes in your life and business. These changes will sometimes happen fast and sometimes not. As your coach, I am your partner and your champion. I am 100% committed to your growth and success. However, your real commitment in coaching is to yourself.
- **COACH'S PROMISES:** I promise to see you as even bigger and more powerful than you see yourself. In pursuit of your most powerful self, I promise to hold the bar high for you. I promise to view setbacks, disappointments, and even failures, as the best opportunities for learning. I promise to be with you for the highest highs and the lowest lows. I promise to be straight and to tell the truth and in doing so, not make you wrong. I promise to have a low tolerance for your "victim-hood" and tremendous compassion for your humanity. I promise to be your ally, fully committed to you creating what you desire.
- **REFUND & CANCELLATION POLICY:** You may request a refund in writing within 30 days from the date of purchase of your Coaching & Mentoring Package. A full refund will be sent to you minus any sessions used within the first 30 days. Sessions used are charged at a single session rate of \$150.
- **EXPIRATION POLICY:** Most people schedule 2-4 sessions on average monthly and complete their coaching package within 1 year. You can use any remaining sessions in your coaching package for up to 12 months from the time of purchase.
- **COACHING SESSIONS:** Throughout this relationship, we will engage in direct, personal conversations that address specific life & business issues, goals, successes and challenges. As your coach and mentor, I do not provide therapy. I do provide honest and straight forward feedback, guidance, and my full presence, commitment, and support. Coaching and mentoring services may include clarifying values, exploring perspectives, brainstorming, identifying plans of action, examining modes of operating in life, life purpose, balance, and creating a compelling vision for the future. As a business mentor you can count on me to share my experience, opinions, advice, ideas and strategies with you based on your agenda and desired outcomes.
- **CALL PROCEDURE:** Our coaching sessions will be scheduled in advance at mutually agreed upon days and times. It is advised to schedule 3-4 sessions at a time at least 30 days ahead of time to reserve the times you want. The client calls the coach in most cases at the number provided. Rescheduling an appointment with advance notice is easy. If you have an emergency, we can work around it. However, missing an appointment without 12 hours' notice is considered a paid session. To get the most out of all of our sessions please come to each session ready with an agenda, and make sure to send in your coaching check in form 24 hours ahead of time. Sessions are generally 45 minutes long. If I have time between clients and it is helpful for us to continue for 10-15 minutes longer, I will not charge you for that time. If a session really needs more time feel free to schedule a double session in advance. I usually need at least 2-3 weeks to schedule double sessions, but you can check with me any time.
- **BETWEEN SESSIONS:** You may contact me between our coaching sessions if you want to check in, have a quick question, or can't wait to share a success with me. Feel free to send me an email or leave me a text on my cell phone. If you have materials you want me to see before our session feel free to send them and I will do my best to look at them prior to our next session. If you need more detailed feedback on materials or questions between sessions that require more than a quick response or more than a quick read or email, you can use a session in your package to cover that time. Feel free to ask if you have any questions.
- **CONFIDENTIALITY:** As your coach, I promise that all information you provide will be held in the strictest of confidence, unless permission is otherwise given.
- **DESIGN & REFINE:** My goal is for you to gain the most from our coaching relationship. It is important that the coaching relationship remain empowered through open and honest communication. If for any reason, you feel uncomfortable, confused or uncertain, please bring it to my attention immediately. Together we can re-design or refine our focus and grow through any challenges. Please remember to view any challenges as a normal part of growth and remain committed to turning challenges into opportunities.
- **COACH/CLIENT AGREEMENT:** The Client understands that the Coach's services are consultative in nature and that decisions made and actions taken, based on input or advice from the Coach, are ultimately the complete responsibility of the Client. The Coach shall have no liability or responsibility for any actions of client taken (or not taken) in connection therewith. Coach makes no guaranties or warranties, expressed or implied, as to results to be achieved, or as to the consequences of any actions taken or not taken by Client.
- Client understands and agrees that the coaching relationship is in no way to be construed as psychological counseling or any type of therapy. In the event Client feels the need for professional psychological counseling or therapy, it is the responsibility of the Client to seek a licensed professional.

Your signature below indicates full understanding of the agreement with all terms outlined above.

Your Name: _____

Today's Date:

m/d/yyyy

Email Address: _____