

## **Love Lessons: Coaching Agreement**

This agreement is between Love Lessons and the client whereby the Coach agrees to provide the coaching services to the client focusing on personal and professional goals.

### **Description**

Coaching is a partnership (defined as an alliance and not a legal business partnership) between the Coach and the Client in a thought-provoking and creative process that inspires the client to maximise personal and professional potential.

### **Responsibilities**

The Coach agrees to maintain the Code of Ethics and standards of behaviour set out by the International Coach Federation .

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 inactions, or for any direct or indirect result of any services provided by the Coach.

The Client understands that 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.

The Client understands that coaching is not to be used as a substitute for professional advice by legal, mental, medical or other qualified professionals and will seek independent professional guidance on such matters. If the Client is currently under the care of a mental health professional, the coach will recommend that the Client should inform the mental health professional, the Coach will recommend the Client should inform a mental health care provider and the client may need to have a referral letter from their health care provider.

The Client agrees to communicate honestly, to be open to feedback and assistance and create the time and energy to fully participate in the program or session.

### **Services, Schedule & Fees**

The Client agrees to answer any questions the Coach of Love Lessons may have relative to providing the service prior to the first session. The Coach may want to engage in an initial telephone conversation to gauge the alliance is in alignment with the coaching and strategy services and or sessions provided by Love Lessons.

The fees are due in advance of each session or group of sessions and the price as agreed by the Coach and the Client as set out at the time of enquiry. Fees may be subject to change depending on the agreed amount of hours and level of input needed by both the coach and the client. Payment for services is payable in advance from the client to Love Lessons and is payable upon receipt of invoice by bank transfer.

All payments received are non-refundable.

## **Confidentiality**

The coaching relationship, as well as all the information (documented and verbal) that the client shares with the coach as part of this alliance and relationship, is bound to confidentiality by the ICF Code of Ethics, but is not considered a legally confidential relationship (as in Medicine or Law). The Coach agrees not to disclose any information pertaining to the Client without the clients written consent.

The coach will not disclose the Clients name as a reference without the Client's consent. Confidential information does not include information that a) was in the Coach's possession prior to it being furnished by the Client; b) is generally known to the public or in the Client's Industry; c) is obtained by the Coach from a third party, without breach of any obligation to the Client ; D) is independently developed by the Coach without the use of or reference to the Client's confidential information; or e) that the coach is required by law to disclose.

According to the ethics of the coaching profession, topic may be anonymously and hypothetical shared with other coaching professional for training. , supervision, mentoring, evaluation and further coach professional development and / or consultation purposes.

## **Cancellation and Lateness Policy**

The Client agrees that it is the Client's responsibility to notify the Coach at least 24 hours in advance of the scheduled call / meeting if the client can not make the session. Client will be billed for a missed session if the client does not turn up to the agreed time or reschedule. The Coach will wait for a maximum of 15 minutes before the Client is noted as a not turning up for agreed session.

## **Termination**

Either the Client or the Coach may terminate this agreement at any time with 2 weeks notice.

## **Limited Liability**

Except as expressly provided in this agreement, the Coach makes no guarantees or warranties, express or implied. In no event will the Coach be liable to the Client for consequential any specific damages. Notwithstanding any damages that the Client may incur, the Coach's entire liability under this agreement, and the Client's exclusive remedy, will be limited to the amount paid by the Client to Love Lessons under this agreement for all services rendered up until the termination date. This is the entire agreement of the parties, and reflects a complete understanding of the parties with respect to the subject matter. This agreement is activated at the time both parties agree to work together, Love Lessons acknowledges the Client has agreed to these terms upon receipt of payment from their first session of coaching.