

## **Terms and Conditions of Business**

### **Confidentiality**

All sessions are confidential and this confidentiality will be maintained and applied to any and all records, in accordance with the Data Protection Act 2018. The only exceptions to this are where life or safety is seriously threatened, in which case, I may need to inform your doctor without your consent or where I am required by law to divulge information.

Both of us will share confidential information about ourselves and our lives, so confidentiality must be mutually respected.

### **Duration of coaching sessions**

Each session lasts for up to 60 minutes. On occasion, we may exceed this slightly, so please make sure you can allow a little extra time when necessary. This will not be chargeable, unless you have specifically requested additional time.

At the time of booking, you will be assigned an allocated timeslot for your coaching session. If, for whatever reason, you arrive late, that time will be deducted from your session and the session will still finish at the pre-arranged time for the price previously agreed.

### **Cancellation of sessions**

If you need to cancel a session, please contact me via email, text or phone. At least 48 hours' notice is required but please give more notice if you can. When sessions are cancelled with less than 48 hours' notice, you will be charged for the missed session at the usual rate unless there are special extenuating circumstances.

If two or more sessions are cancelled consecutively, you agree to review with me whether these sessions are working for you. Together we will create a new plan for your progression.

There is no obligation to continue receiving coaching sessions. However, if you decide you wish to end your coaching work, it is therapeutically beneficial to allow some time for us to discuss this together.

### **Support outside of sessions**

From time to time, you may feel that you would like additional support outside of our sessions. Please discuss options for out-of-session support with me.

### **Payment terms**

Each face to face session up to 60 minutes is charged at £75.00. Each online session up to 60 minutes is charged at £65.00. Payment is to be made at the time of booking, via bank transfer or credit/debit, unless otherwise agreed with me. Payment must be received within 3 days of the booking being made.

Each face to face session up to 90 minutes is charged at £95.00. Each online session up to 95 minutes is charged at £85.00. Payment is to be made at the time of booking, via bank transfer or credit/debit card, unless otherwise agreed with me. Payment must be received within 3 days of the booking being made.

Your coaching session will not go ahead if payment has not been received, and any future sessions will be subject to review. Please speak to me if you are experiencing difficulty in meeting your payments.

**Booking a coaching package**

If you purchase a six-session face to face package for sessions up to 60 minutes, at an investment of £450.00 for face to face sessions or an online six-session package for sessions up to six online sessions up to 60 minutes at an investment of £390.00, you will receive a 7th session free. Payment is to be made in full in advance, at the time of booking the first session.

If you purchase a six-session face to face package for sessions up to 90 minutes, at an investment of £570.00 or a six-session online package for sessions up to 90 minutes at an investment of £510.00, you will receive a 7th session free. Payment is to be made in full in advance, at the time of booking the first session.

All seven sessions must be used within three months of the date of the first session unless otherwise agreed. If you have not used up all your sessions within the three-month period, you will need to either purchase a new package or book individual sessions going forward.

**Rescheduling of coaching sessions**

Whilst we understand that from time to time it may be necessary to reschedule your appointment, it can be difficult to find a replacement slot which is soon enough to the original session to ensure continuity. Therefore, we have a rule that you can only reschedule once after which we reserve the right to refuse further requests to reschedule.

**Payment details**

Payment can be made via BACS. Please use your **full name in the payment reference field**. If you would prefer to pay by credit or debit card, please note a 3% charge will be added to the amount payable. Please contact Carolynne to discuss this.

Account name: You Can Love Your Life

Account number: 45137196

Sort code: 60-20-45

Coach's name:                                  Signature:                                  Date:

Client's name:                                  Signature:                                  Date: