

Online/Telephone Coaching Terms & Conditions

- Fees:** To be agreed before signing contract and first session.
- Payment:** Before start of first session
- Sessions:** Weekly or fortnightly as agreed with client. Length of session will be determined by progress, usual session is 45-60 minutes.
- Schedule:** Appointments will be arranged to suit client, Normal hours Mon to Thurs, first appointment 8 am, last appointment 7pm. Fri-Sat first appointment 9am, last appointment 1pm. Other times may incur additional charge.
- Procedure:** Sessions will be via Zoom or on telephone. Client to call.
- Changes:** Appointments may be rescheduled giving at least 48 hours notice. Changes at short notice may incur a cancellation charge.
- Extra Time:** You may e-mail between scheduled sessions if you have issues or want to share a success with me. If you would like to reschedule a session please text or call the relevant mobile.
- Problems:** If I ever say or do anything in a session that you don't feel comfortable with or if you have any concern with the way we are working, please let me know as soon as possible. For our work together to be effective, you have to be honest with me.
- Termination:** The client may cancel at any time provided notice is given in writing (e-mail or letter) at least 48 hours before the next session. In the event of there being sessions paid for but not taken up the balance will be returned to the client after the appropriate charges for the sessions taken.
- Confidentiality:** Anything our clients share with us is regarded as confidential, whether it is business or personal information. Your coach and Roundtuit Coaching undertake that we will not either directly or indirectly, use or disclose any information the client shares during their sessions, without their written consent.
- Nature of Service:** The client is aware that the coaching/mentoring is in no way to be construed as financial advice, psychological counselling or any type of therapy. Coaching/mentoring results are not guaranteed. The client enters into the coaching with the full understanding that the client is responsible for creating his or her own results.