

# Terms of Business

## **The coaching relationship**

The coaching relationship is designed by you, the client, and I, the coach, and is focussed on your agenda. Coaching, which is not advice, therapy or counselling, may address specific personal or business projects, or general situations in your life or profession which you would like to transform in some way. Other coaching services include value clarification, brainstorming, identifying plans of action, exploration and clarification of situations, and making empowering requests. The emphasis is on moving forward towards a fulfilling life and/or business.

Coaching is a powerful tool which can enable you get clear about your direction in life and how you can get there. The sessions may involve Neuro Linguistic Programming (NLP), working with your body- states and movement, Emotional Freedom Technique (Tapping on meridian lines) Modern Stress Management, and working with Soul Coaching Oracle cards to help uncover resistance, shift it and energise you. Please ask any questions if you are unsure about any of these techniques. The sessions are collaborative and you will be completely in control of how and when we use these techniques.

Throughout the relationship I will engage you in direct and personal conversations. You can count on me to be honest and straightforward in asking questions and making requests. You understand that the power of the coaching relationship can only be granted by you- and you agree to have the coaching relationship be powerful. If you believe the coaching is not working as desired, you will communicate and take action to return the power to the coaching relationship.

Both you and I are each responsible for our own welfare inside and outside the coaching relationship.

Coaching sessions will be conducted by phone or Skype or in person. You will call me at the scheduled times.

### **Confidentiality**

I promise that all information provided to me will be kept strictly private and confidential, except as required by law. Full details of the personal information we collect and store can be found in our Privacy Policy and Cookie Policy which can be found by visiting [www.clearwatercoach.co.uk](http://www.clearwatercoach.co.uk) or can be sent to you upon request.

### **Code of Ethics**

I promise to adhere to the ICF code of ethics. I am a professional member of the Guild of Energists (GoE) and am fully insured by Balens.

### **Development as a Coach**

I am committed to my personal, professional and spiritual development. I will keep my coaching skills up to date and to the highest standard. I will also be regularly mentored and supervised to assist my learning and growth as a coach. Unless you tell me otherwise, you agree to allow me to log your name, address, telephone number and the dates and times of our coaching sessions as hours which count towards my accreditation. This data can be made anonymous at your request.

### **Payment Terms**

Payments for all coaching sessions and courses will be made prior to the first session. Cancellations can be made 24 hours in advance, otherwise you will be charged for the session. If you are late for a session, the session will still end at the scheduled time.

### **Terminating the Contract**

In the rare case where you do not wish to continue with the coaching relationship or course and you can demonstrate that you have been honest with me throughout the relationship, including about any dissatisfaction, a 50% refund for the remaining sessions will be granted at my discretion. I will also terminate the contract if there are ongoing problems with commitment, time keeping or issues that are outside of the coaching boundaries.

Name	
Address	
Telephone	
Skype Name	
How did you find out about me?	
What do you want to make sure you get from the coaching relationship?	

**Signature of Agreement**

I am ready for change and I accept the Terms of Business.

Signature.....

Name.....

Date.....

**Terms of Business.**

**Mailing Address: ClearwaterCoach. 21 Withycombe Drive, Banbury, Oxfordshire, OX16 0SP**

This Terms of Business Version 2 documents was amended on 10th May 2018 and will be reviewed annually, or before if such need arises.

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