

Coaching Agreement

Nature of the Coaching Relationship

Coaching is a collaborative process in which the Client seeks personal or professional development. The Coach provides a reflective and supportive space to explore challenges, increase awareness, and consider new ways of thinking and responding.

The Client remains responsible for their own decisions, actions, and outcomes. Coaching does not involve diagnosis, treatment, or the resolution of mental or physical health conditions and is not a substitute for therapy, medical care, or other professional services.

If at any point the Coach believes the Client would be better supported through therapy or another service, this will be discussed, and appropriate signposting may be offered.

Scope of Services

The Client has engaged the Coach for coaching services as agreed. Any additional services outside of this agreement may require a separate arrangement and fee.

Additional services may include (but are not limited to) reviewing documents, writing reports, or communicating outside of scheduled sessions. These will only be provided upon request and agreement.

Sessions

- Sessions typically last between 45 and 50 minutes.
- Sessions are usually conducted online via Google Meet. A secure link will be provided for each session.
- Session times and frequency will be agreed between the Coach and Client and may be reviewed as needed.

Fees and Payment

The Coach offers a sliding scale fee between £40 and £70 per session, allowing Clients to select a rate that reflects their current financial circumstances.

A limited number of lower-cost spaces are available and are allocated at the Coach's discretion. Payment is required within 24 hours following each session. Payment can be made via bank transfer or Stripe (a payment link will be provided).

If payment is not received within the agreed timeframe, the Coach reserves the right to pause or terminate the coaching agreement until any outstanding balance is settled.

Cancellations and Rescheduling

- The Client is asked to provide at least 24 hours' notice to cancel or reschedule a session.
- Where less than 24 hours' notice is given, or a session is missed, the full session fee may be charged.
- Sessions will end at the scheduled time regardless of late arrival. If the Client joins more than 15 minutes after the scheduled start time, the session may need to be rescheduled.
- The Coach understands that unexpected circumstances can arise, and any concerns around cancellations can be discussed where needed.

- If the Coach needs to cancel a session, at least 24 hours' notice will be given where possible. If this is not possible, the Client will be offered either a rescheduled session or one session free of charge.

Between-Session Contact

Coaching is limited to scheduled sessions unless otherwise agreed.

The Coach is not available for ongoing or crisis support between sessions. If the Client requires urgent support, they are encouraged to contact appropriate services.

Communication and Social Media Policy

- Communication between sessions is limited to practical matters such as arranging, rescheduling, or cancelling appointments.
- The Coach may be contacted via email or WhatsApp. Messages will be responded to within 48 hours during working hours.
- WhatsApp or text messaging is used for convenience but may not be fully secure. By using these methods, the Client accepts this level of risk.
- Social media platforms (including Instagram, Facebook, and LinkedIn) are not used for communication regarding coaching. The Coach will not engage in coaching discussions via social media messaging.

To maintain professional boundaries, the Coach will not accept or initiate friend or follow requests with Clients on personal social media accounts during the coaching relationship.

Confidentiality

All information shared within coaching sessions will be kept confidential.

Exceptions to confidentiality include:

- risk of harm to the Client or others
- safeguarding concerns
- legal obligation to disclose information

Where possible, this will be discussed with the Client beforehand.

The Coach may discuss anonymised material within supervision for professional and ethical support.

Record Keeping and Data Protection

The Coach maintains brief records including contact details, session notes, attendance, and payment history.

Records are:

- Stored securely
- Retained for the duration of coaching and for up to three years afterwards
- Not shared with third parties without consent unless required by law

In line with UK GDPR, the Client has the right to:

- Access their data
- Request corrections
- Request deletion where appropriate

Responsibilities

The Coach agrees to:

- Work within professional and ethical standards
- Maintain appropriate professional memberships
- Engage in supervision
- Provide a safe and respectful coaching environment

The Client agrees to:

- Attend sessions on time
- Engage openly and honestly in the process
- Take responsibility for their own decisions and actions
- Raise any concerns directly with the Coach
- Prioritise sessions and reflect on insights between sessions

Feedback

Feedback is welcomed and encouraged throughout the coaching process. This is a shared responsibility and supports the development of a constructive working relationship.

Limitations of Liability

The Coach makes no guarantees regarding outcomes from the coaching process.

The Client acknowledges that all decisions, actions, and results arising from coaching are their own responsibility.

The Coach will not be held liable for any direct or indirect consequences resulting from the Client's decisions.

Complaints and Dispute Resolution

If you have any concerns or feel dissatisfied with the coaching you are receiving, you are encouraged to raise this directly with me in the first instance. This allows us the opportunity to discuss and, where possible, resolve the issue together.

If you feel unable to raise this with me, or if we are unable to reach a resolution, you may make a formal complaint through EMCC Global, of which I am a member. They have an established complaints and disciplinary process, which can be accessed via their website.

Where appropriate, independent mediation may also be considered.

Termination

This agreement remains in effect until terminated by either party.

Either party may end the coaching relationship at any time.

The Coach may terminate this agreement if:

- Payment is not made
- The Client breaches the terms of this agreement
- Coaching is no longer appropriate

Any outstanding balances must be paid within 7 days of termination.



Severability

If any part of this agreement is found to be invalid or unenforceable, the remaining sections will continue to apply.

Entire Agreement

This document represents the full agreement between both parties. Any amendments must be made in writing and agreed to by both parties.

Client Declaration

By signing this agreement, the Client confirms that:

- They understand the nature of coaching
- They are entering into coaching voluntarily
- They accept full responsibility for their decisions and actions
- They are physically and mentally able to engage in coaching
- They understand coaching is not a substitute for therapy, medical, legal, or financial advice
- They understand the limits of confidentiality
- They may end the coaching relationship at any time

Signature of Coach

Date

Signature of Client

Date

Signature of Stakeholder

Date

Jennifer Taylor
07747 839 833
[Info@jennaylor.co.uk](mailto:info@jennaylor.co.uk)
www.jennaylor.co.uk