



CLIENT COACHING AGREEMENT

Personal Details:

Client Name: Client Email:

Day Phone: Mobile:

Home Address:

Student Name (Youth coaching): Age:

(Students under 18 may require parents to sign a Confidentiality statement, and possibly a 'Competency to Consent to Coaching' document)

Payment Procedure:

Cash: at the START of the block of sessions

Cheque: received at my address at least one week in advance of your first session.

BACS: To be transferred at least 3 days in advance of your first session. Reference: **Account Number: 42710243**

Sort code: 600717 BANK: Nat West. Please reference with "your name".

(2019/20)	LIFECOACHING	SPORT MINDSET/GOLF PSYCHOLOGY	YOUTH COACHING	PROFILING
Sessions	Minimum recommendation 6 sessions	Minimum recommendation 6 sessions	Minimum recommendation 6 sessions	1 x Assessment & Report
Length	60-90 minutes	60-90 minutes	40-60 minutes	2 hours
Cost	£60 per hour, £80 per 90mins	£60 per hour, £80 per 90mins	£45 less than hour	£180
Format	Face2Face, Skype, ZOOM, Phone.	Face2Face, Skype, ZOOM, Phone.	Face2Face, Skype, ZOOM, Phone.	Face2Face, Skype, ZOOM, Phone.
Support	This package entitles you to email support between sessions			
Conditions	All block bookings must be paid in advance. A receipt can be provided on request.			
Concessions	Concessions agreed after negotiation			
Payment	BACS or cheque accepted. Payment plan by agreement.			

(Special Offers, commercial and institutional rates are separate.)

Session Procedure:

1. Telephone Coaching: the client calls me at a scheduled time. Telephone 01342 302700/07779 209152. The client pays for any charges.
2. Skype Coaching: the client calls in at a scheduled time. **SKYPE ID: jenny.tower (or ZOOM)**. Should the connection be cut-off or too disrupted, we will log-out and I will await a phone call.
3. Face-to-face Coaching: the client attends my home address (45 Morton Road, East Grinstead, West Sussex, RH19 4AF) at a scheduled time. I also consider local 'café-coaching' if you would like to work in a less formal environment. Any travel outside a 10 mile radius of RH19 will incur a mileage fee of 45p per mile.

Please read the details on my website, as to how best prepare for any of these meetings.

Session Length: sessions are a minimum of 60 minutes and a maximum of 90 minutes (unless otherwise stated)

Session Timing: Daytime and evenings. Please ask about weekend sessions if that is a particular preference.

Session intensity: This is decided at the first session, in accordance with client needs.

Changes to Appointments: will only be considered with 48 hours notice.

Extra Time: I am happy for you to email me (info@towermindset.co.uk) with progress or queries. If you are entitled to email support, I will respond and/or send information and articles that might be of interest to you.

Problems: if you perceive ANY problems with the coaching sessions (what I say, the format, exercises that make you uncomfortable, the environment etc) I would like you to *tell me* at the earliest opportunity. It is important that these sessions are based on mutual trust and open and honest discussion.

No-shows: I will wait 20 minutes for your appointment. Thereafter it qualifies as a late cancellation and there is no refund or re-scheduling. Please let me know if you are running late, but be aware that this time is scheduled and will not over-run the originally agreed time-slot.

Cancellation: I require at least **48 hours** cancellation notice.

Termination: in the unfortunate event that you feel that coaching is not for you, or I feel the same way, it will be possible to terminate your contract after you have completed half of the block sessions. I will provide you a refund for the remaining sessions. Termination must be in writing (or email).

Refunds: please see above.

Confidentiality: I recognise that anything you share with me during paid sessions is regarded as confidential. I will not, at any time, (unless given permission to do so or required by law) disclose any information shared during these sessions. It is possible that I might need to share certain topics (anonymously and hypothetically) as part of professional training.

Legality: I have an up to date DBS check and professional indemnity insurance. I store all data securely and your details will not be passed onto a third party. I comply with GDPR.

Nature of Coaching: The client needs to be aware that coaching is in no way to be construed as psychological counselling or any type of therapy. Coaching results are not guaranteed. The client enters into the coaching relationship with the full understanding that they are responsible for creating their own results.

Sport Mindset Coaching & Golf Psychology: These sessions will be more structured, and 'themed' according to client goals and stated challenges. There will be elements of teaching and learning. Sessions can take place 'in the field' and costs will be adjusted accordingly. Clients pay all course/venue fees.

Youth Coaching: There is additional paperwork regarding permission and confidentiality. Parents need to be aware of the implications of coach confidentiality from the start. I can provide a copy of my DBS Certificate on request.

Behavioural Profiling (DISC), NLP (Neuro Linguistic Programming), TFT (Thought Field Therapy), Clean Language are interventions and therapy techniques available to clients. By signing this contract you provide approval for me to suggest the appropriate intervention. I will ask permission prior to the activity and explain the technique thoroughly.

I have read, understood and agree to the above.

Client Signature: **Date:**.....

Coach Signature: **Date:**

Parent Signature: **Date:** (if applicable)



COACHING GROUND RULES FOR THE CLIENT

I, THE CLIENT UNDERSTAND THAT.....

1. 'Coaching' is a professional-client relationship designed to investigate my personal development, identify goals and facilitate a strategy/plan for achieving these goals.
2. The coaching I receive may involve any area of my life and I recognise that the implementation of my choices and plans is entirely up to me.
3. I will be open and honest in order to increase personal awareness and accountability. I need to take action towards my goals between sessions for the process to work.
4. Coaching does not involve any diagnosis, treatment or advice and is not a substitute for counselling, therapy, mental health treatment or substance abuse. If I am currently in therapy I will have consulted my care provider regarding the appropriateness of taking coaching, and will advise my coach that this is the case.
5. Coaching is not a substitute for professional advice by any other agency (e.g. legal, business, financial, medical) and that any decisions I make in these areas and/or actions I take are exclusively and solely my responsibility.
6. Information kept on file will be confidential, unless required by law. There may be occasions where examples are shared hypothetically and anonymously with other professionals as part of the training process.
7. I will afford the same level of respect regarding punctuality and appointment keeping as does my coach.
8. I will pay, by whatever method, **in advance**.