**Coaching agreement V1.3 (Feb/2022)**

This agreement, dated …./…./……… sets out the conditions and understandings for a coaching relationship between Phill Hanlon (Lead Coach) and …………………………. (Client)

**Coach and Client hereby agree:**

1. Coach and client will meet on a weekly basis for 1 hour, in person or on the phone/over zoom or as required to complete the steps agreed in the coaching plan.
2. Coach and Client will jointly develop a coaching plan based on the Client’s outcomes for coaching.
3. Coach agrees to facilitate, and Client agrees to follow coaching plan.
4. Coach agrees to spend an appropriate amount of time in preparation for the meetings with the Client.
5. Client understands that the results of any coaching will depend on his/her ability to take action and to follow the coaching plan to the best of their ability, communicate clearly with the Coach, and to take responsibility for the results achieved and the Coach can only facilitate. The responsibility for making processes work is the Client’s alone as no one else can do the work for them.
6. Client agrees to share with the Coach all issues on which the Client needs assistance. Client agrees that issues not shared with the Coach may not be resolved or may impede the successful achievement of his/her goals and objectives. Coach agrees to use best efforts to assist Client to resolve issues shared with Coach and agrees to full confidentiality (Unless prohibited by UK Law, i.e., where the issues constitute a real and credible danger to the Client or to someone else)
7. Client agrees that Coach may assign tasks to be done in between coaching sessions, and that Client will give best effort to fulfil these tasks. Client agrees that if tasks are not done the outcome of the coaching cannot be predicted.
8. Client understands that Coach is not providing psychological or medical advice and that Coaching should in no way replace sound treatment by a licenced health care provider. Your Coach is not a licenced Medical Doctor, Psychologist, Psychiatrist, or other Medically licenced professional. The services you receive are not licenced in this country nor are they regulated by a government body. We will always provide only those services in which we have been trained and if we find that we cannot help you, we will refer you to a licenced person who can assist you.
9. Coach agrees that all data held on the Client, their sessions, the resolutions achieved and any notes/recordings etc. will be held securely under full GDPR rules and will only be kept for such a time as is required to ensure the completion of said training as well as for the safety of the Client.
10. Any payments made to the Coach prior to the commencement of the services for which they fund will be subject to the normal UK consumer rights act giving a full 14 day cooling off period unless the Client agrees to waive these rights prior to the commencement of the services.
11. Any complaint about the products/services supplied under this agreement must be made in writing immediately that the complaint becomes apparent. All complaints will be investigated vigorously and will be replied to in writing within 14 days of the receipt of the complaint. Any agreed refunds offered in recognition of any upheld complaints will be restricted to the original agreed value of the agreement or part thereof.
12. Client agrees to pay coach ………………… per month/in total under this agreement until cancelled.
13. This agreement starts on the ……… of ……………… 2022 and will continue until cancelled with 30 days written notice.
14. Payment is to be made in advance of the commencement of Service or the issue of any product. Payment is to be made by Bank Transfer only and will be covered by a written invoice and receipt of payment.

Agreed:

Coach: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_