

Coaching Disclaimer and Coaching Terms and Conditions

In the spirit of good practice, when you are purchasing coaching services from me I ask you to confirm that you have read and agreed to each statement below and that you wish to proceed.

All coaching services and communication, email or otherwise, delivered by Jennifer MacPherson, as well as information on this website *liveyourreallife.ca* are meant to help you identify the areas in your life and in your thinking that may be preventing you from experiencing greater well-being and moving forward to realizing and achieving your goals. Coaching is not a substitute for professional mental health care or medical care. As I see it, coaching is meant to be done when major emotional and psychological wounds are already healing or healed.

The term 'coaching' as used here covers life coaching, personal coaching, executive coaching and business coaching for clients.

Jennifer MacPherson coaching and mentor is continually striving to ensure the standard of service she provides to her clients remains excellent. At the end of the coaching process, or series of coaching sessions, the client will be asked to complete a feedback form

COACHING DISLCALIMER

I understand that the coaching services I will be receiving from Jennifer MacPherson are not offered as a substitute for professional mental health care or medical care and are not intended to diagnose, treat or cure any mental health or medical conditions. I also understand that Jennifer MacPherson is not acting as a mental health counsellor or a medical professional.

For legal purposes, I understand that coaching is currently an unregulated industry.

I understand and agree that I am fully responsible for my well-being during my coaching sessions, and subsequently, including my choices and decisions.

I understand that coaching is not a substitute for counselling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment, and I will not use it in place of any form of therapy.

I understand that all comments and ideas offered by Jennifer MacPherson are solely for the purpose of aiding me in achieving the defined goals I create with Jennifer MacPherson. I have the ability to give my informed consent, and hereby give such consent to Jennifer MacPherson to assist me in achieving such goals and understand that results are not guaranteed.

I understand that to the extent our work together involves personal, lifestyle, career or business, Jennifer MacPherson is not promising outcomes included but not limited to increased clientele, profitability and or business success.

I understand that Jennifer MacPherson will protect my information as confidential unless I state otherwise in writing. If I report child, elder abuse or neglect or threaten to harm myself or someone else, I understand that necessary actions will be taken and my confidentiality agreement limited in this capacity. Furthermore, if Jennifer MacPherson is ordered by a court to provide information or to testify, she will do so to the extent the law requires.

I understand that the use of technology is not always secure and I accept the risks of confidentiality in the use of email, text, phone, Zoom and other technology.

I hereby release, waive, acquit and forever discharge Jennifer MacPherson, any agents, successors, assigns, personal representatives, executors, heirs and employees from every claim, suit action, demand or right to compensation for damages I may claim to have or that I may have arising out of acts or omissions by myself or by Jennifer MacPherson as a result of the advice given by Jennifer MacPherson or otherwise resulting from the coaching/ mentor relationship contemplated by this agreement.

I further declare and represent that no promise, inducement or agreement not expressed in this agreement has been made to me to sign this agreement. This agreement shall bind my heirs, executors, personal representatives, successors, assigns, and agents.

TERMS AND CONDITIONS

The coaching schedule will be arranged between **Jennifer MacPherson** and the client and can be booked up to 3 months in advance. **Jennifer MacPherson** will recommend the frequency of coaching sessions based on a professional assessment of the client's requirements. This recommendation, or plan, is not binding and may be altered and adjusted throughout the coaching journey by mutual agreement, in accordance with the terms set out in this agreement.

The number and frequency of coaching session will be agreed at the start of coaching between **Jennifer MacPherson** and the client and confirmed by **Jennifer MacPherson** by email. Where no specific number is agreed, sessions will be provided on a session by session basis.

In return for the fees payable by the client (or by a third party on their behalf), **Jennifer MacPherson** agrees to provide the service as described below and in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third party pays the fees, the third party counts as an agent acting on behalf of the client).

The date that the first coaching session takes place shall be deemed to be the start date for the service. Where any client is unhappy with any of the terms and conditions, they can contact **Jennifer MacPherson** to discuss any concerns and see if they can be resolved before the first coaching session. Participation by any individual in the first coaching session constitutes acceptance of these terms and conditions.

FORMAT OF SESSIONS

Via Zoom (client calls coach); or other format where such is agreed. Unless otherwise agreed, for Zoom sessions the client is responsible for logging in to the Zoom link at the agreed times. **Both parties are** responsible for ensuring that they are available for consultation at the agreed times. The length of each session will be 45 min in length unless otherwise agreed to ahead of the session between both parties.

SESSION FEES

In accordance with **Jennifer MacPherson** current per session fee or fee for a programme of sessions, or any other such fee as shall be agreed and notified to the client. **Jennifer MacPherson** will confirm the fees in writing, usually by email, unless this is impractical. The number of sessions for which payment is required in advance will be agreed before coaching sessions commence.

ADDITIONAL SESSIONS

Jennifer MacPherson may agree to provide additional coaching sessions after completion of the initial agreed session(s). These terms and conditions will apply to any additional sessions so provided and the Per Session Fee will remain the same as originally agreed except where **Jennifer MacPherson** notifies the client in writing by e-mail of a change to the Fee or to any other term or condition in accordance with the section in these terms and conditions headed “Variation of Terms and Conditions”.

DATES AND TIMES OF SESSIONS

The date and time of the first session and any subsequent session will be agreed between **Jennifer MacPherson** and the client by email and confirmed by **Jennifer MacPherson** by email.

Sessions can only be rearranged in accordance with the section in these terms and conditions headed “Rearranging Sessions”.

PAYMENT TERMS

Fees can be paid online by debit or credit card using the Paypal payments systems, or by e-transfer to **jennifer@jennifermac.ca** if receipts are requested by the client, they will be sent by e-mail unless otherwise requested.

Fees are payable in advance of each coaching session unless otherwise agreed. Where payment has not been received by **Jennifer MacPherson** in advance of a coaching session **Jennifer MacPherson** is not obliged to provide the session.

BETWEEN SESSIONS

Jennifer MacPherson may assign the client tasks or exercises to complete between coaching/mentoring sessions. There is no obligation on the client to complete these items of ‘homework’, but not doing so may slow the client’s progress in gaining improved quality of life or achieving desired business or personal outcomes.

The client may contact **Jennifer MacPherson** by phone or e-mail between sessions to seek clarification regarding anything arising from a coaching session or for administrative purposes (e.g. where a client needs to rearrange a coaching session or make a payment). Additional coaching can also be provided between sessions but there will be an additional charge for this. **Jennifer MacPherson** will always advise a client in advance if the nature of a client’s

contact is likely to incur an additional charge and no such charges will be imposed without the client's agreement.

REARRANGING SESSIONS

If a client needs to rearrange a coaching session, they should provide at least 12 hours notice. No refunds will be given to clients for unused coaching sessions. Sessions can be rescheduled at an agreed upon time as agreed between both parties. In exceptional circumstances **Jennifer MacPherson** may need to rearrange a coaching session. In those instances she will also give the client 12 hours notice where practical.

Where a client pays for a session or sessions in advance they must have the coaching session(s) that they have paid for within 6 months of the payment or their fee is forfeited.

CONFIDENTIALITY

Personal information or business information supplied by clients in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, save where required by law or where action might be necessary to prevent harm to the client or someone else.

EARLY TERMINATION

In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, **Jennifer MacPherson** can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by **Jennifer MacPherson** where practicable and will be refunded any advance payments made for coaching sessions not yet provided.

RESPONSIBILITIES

Jennifer MacPherson will seek to enable the client to improve their quality of life or level of business success and to achieve their desired outcomes. Remarkable results can be achieved where clients follow a clear plan in a committed way. However, the client has sole responsibility for taking important decisions in their life or business. **Jennifer MacPherson** has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or business or to achieve their desired outcomes or goals.

VARIATION OF TERMS AND CONDITIONS

Where an Initial Number of Sessions is agreed and paid for in advance, any changes to these terms and conditions intended to take effect prior to the conclusion of those Initial Number of Sessions will only have effect if agreed by both **Jennifer MacPherson** and the client and confirmed by **Jennifer MacPherson** in writing by email. In other cases, **Jennifer MacPherson** may change any of these terms or conditions including the Per Session Fee by giving the client one week's notice in writing by e-mail of the change(s) for purchase of future session packages not already purchased.

Clients name (Printed) _____

Clients Signature _____

Jennifer MacPherson _____