



Blackbird Strategic Solutions, LLC

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Blackbird Strategic Solutions – Coaching Agreement

This Coaching Agreement ("Agreement") is entered into between Blackbird Strategic Solutions, LLC ("Coach") and the undersigned client ("Client"). By enrolling in a coaching package and submitting payment, the Client agrees to the terms below.

Effective Date: The coaching relationship begins on the date of purchase and remains in effect until all sessions are completed or the program end date is reached, whichever comes first.

1. Purpose of Coaching

The purpose of coaching is to support the Client in identifying goals, exploring possibilities, strengthening self-awareness, and taking action toward desired outcomes. Coaching is a collaborative, forward-focused process designed to maximize personal and professional potential.

Coaching is not therapy, counseling, medical advice, mental health treatment, or legal or financial guidance.

2. Package Details

The specific coaching package selected at the time of purchase determines:

- Number of sessions
- Program duration
- Total investment
- Included services or resources

These details will be provided in writing at the time of purchase and are considered part of this Agreement.

All sessions must be completed within the stated program duration. Sessions that are not used by the program end date expire and cannot be refunded, transferred, or carried over unless otherwise agreed in writing.

3. Scheduling & Cancellations

- Sessions are scheduled directly using the Coach's scheduling link or email.
- A minimum of 24 hours notice is required to reschedule a session.
- Sessions canceled with fewer than 24 hours notice are forfeited.
- Missed or no-show sessions are forfeited and will not be rescheduled.
- Coaching sessions begin and end on time.

If the Coach must reschedule due to illness, emergency, or unforeseen conflict, the Coach will provide a makeup session at no additional cost.

4. Confidentiality

The Coach will maintain the confidentiality of all information shared during coaching sessions, in accordance with the International Coaching Federation (ICF) Code of Ethics. Exceptions apply only if required by law, such as:

- Risk of harm to self or others
- Abuse or neglect disclosures
- Legal requirements such as court orders

Corporate-sponsored clients: *If an employer pays for coaching, any alignment meetings or progress summaries will be conducted only with the Client's informed consent.*

5. Client Responsibilities

The Client agrees to:

- Be on time and prepared for each session
- Engage fully in the coaching process
- Communicate honestly and openly
- Take responsibility for decisions, actions, and outcomes
- Complete any reflective work or exercises as assigned

The Client understands that coaching results depend on their participation, commitment, and follow-through.

6. Refunds & Transfers

- All payments are non-refundable once made.
- Coaching packages cannot be transferred to another person without the Coach's written consent.
- Payment is required before the start of the first session.
- Payment plans, if offered, must be paid in full regardless of session use.
- Extensions or pauses may be granted at the Coach's discretion in cases of illness or major life events.

7. Corporate Sponsorship and Third-Party Payments

If the Client's employer pays for coaching:

- The engagement is classified as a corporate coaching engagement.
- Corporate coaching rates and terms apply.
- The Client must notify the Coach if their employment status changes.
- Any company-required documentation will only be shared with written permission from the Client.

8. Relationship Boundaries

Coaching is a professional relationship.

The Coach does not guarantee outcomes and is not liable for the Client's decisions, actions, or results.

The Coach may terminate the Agreement if the Client breaches this Agreement, behaves disrespectfully, or engages in unethical conduct. Any unused sessions at the time of termination will not be refunded.

7. Entire Agreement

This Agreement constitutes the entire understanding between the Coach and Client.

No other agreement, statement, or promise made on or after the effective date will be binding unless included in writing.

By purchasing a coaching package, submitting payment, or scheduling the first session, the Client acknowledges that they have read, understood, and agreed to all terms in this Coaching Agreement.

By enrolling in the Blackbird Strategic Solutions Coaching Program and submitting payment, you acknowledge that you have read, understood, and agreed to the terms of this Coaching Agreement.