



Reclaim your life from fatigue & burnout, with purpose, energy & joy

Coaching Agreement

How can Coaching help you?

Coaching is a partnership focused on developing the client's awareness and thinking, and as a result understanding can be gained and change initiated in a way to make your life goals achievable. The success of coaching depends upon the client's commitment and openness to the process and therefore Jo Thomas Coaching is not able to give any warranty or guarantee that issues presented by the client (whether expressed or implied) can or will be resolved.

Please note that Coaching is not a substitute for the professional advice of a medical doctor, therapist, counsellor, or nutritionist. It is the responsibility of the client to seek appropriate professional treatment and advice where required. Jo Thomas Coaching is strictly a coaching service, despite Jo Thomas being a registered adult nurse in the UK.

Confidentiality

All information disclosed to Jo Thomas Coaching by the client before, during and after completion of the sessions is confidential with the following exceptions: where the coach believes the client or another is a danger to self or others, if disclosure is ordered by a judge, coroner or other official having such power, where law breaking has taken place. Jo Thomas Coaching is a service for adult clients only (over 18 years of age).

As the client, you confirm that all the information you have provided regarding your name, age, place of residence etc. are true and correct (if you choose to conceal your identity you will tell Jo Thomas Coaching, so that the decision to whether or not to work with you can be made). As the client, you agree to disclose and update all information regarding your health so that Jo Thomas Coaching can provide continued safe assessments.

Privacy

Jo Thomas Coaching will protect private and confidential information by all reasonable means and will store and maintain information in accordance with current law, including General Data Protection Regulations. Jo Thomas Coaching will store and maintain any electronic and hardcopy information in accordance with the law (5 years for notes, 7 years for accounts).

Your personal information will be stored electronically on password protected devices. Any paper notes made during your coaching sessions will be converted to electronic notes and then paper copies shredded.

Your data will never be shared with anyone without your written consent apart from the exceptions noted above. For further information, please see Jo Thomas Coaching's Privacy Policy.

Fees and cancellation

There is no charge for a 20-minute connection call or clarity call. Please note that no coaching will take place during these calls.

Fees: Fatigue Recovery Consultation - £75. Single session - £150. CFS Freedom Programme - £1200. Burnout to Balance Programme - £1400. CFS Integration Package - £420 (for those who have completed the CFS Pacing Toolkit).

Fatigue Recovery Consultation is scheduled for 45 minutes; all other sessions are scheduled for 60 minutes unless agreed otherwise.

If you book CFS Freedom or Burnout to Balance within 1 week of your Fatigue Recovery Consultation, the £75 consultation fee will be credited toward the programme price.

Payment by card or bank transfer is to be made at least 24 hours before each session. If payment is not received prior to the coaching session, it may be cancelled at the coach's discretion.

Appointments can be re-arranged up to 24 hours before the arranged time. If an appointment is cancelled less than 24 hours before the session, the full fee may be charged for that session unless there is a prior agreement to the contrary. If the client is more than 20 minutes late for a coaching session or consultation without making contact, the coach will assume the session is cancelled and the client will forfeit the session fee.

If you are under the influence of any medication, illegal drugs, or alcohol at the time of your session, Jo Thomas Coaching reserves the right to treat you, and should your session be cancelled because of this, you will be charged the full session fee. If you fail to turn up for your pre-booked session, without first informing Jo Thomas Coaching, you will be charged the full session fee.

Jo Thomas Coaching reserves the right to cancel booked appointments with less than 24 hours' notice due to reasonable circumstances, such as staff sickness. If this should occur, your appointment will be rescheduled, or your session fee reimbursed.

Cancelling a single session or programme: If you choose to cancel a single coaching session or programme after booking but before any sessions have commenced, an administrative fee of £30 will be deducted from your refund. This covers the time and resources already allocated to onboarding, scheduling, and payment processing.

Cancelling a Fatigue Recovery Consultation: If you need to cancel your consultation altogether rather than reschedule, please get in touch as soon as possible. Refunds outside the 24-hour reschedule window are considered at my discretion, for example in cases of genuine emergency or exceptional circumstance, and are not guaranteed for a simple change of mind.

Suitability of the Fatigue Recovery Consultation: After reviewing your pre-call questionnaire, if it becomes clear that what you're seeking falls outside the scope of coaching, or that the consultation isn't the right fit for your needs, I will contact you directly before your appointment and offer a full refund.

Contact

Any contact required between sessions will be treated as confidential, including but not limited to face-to-face conversations, emails, texts, phone call, etc. If there are extended periods when Jo Thomas Coaching will be unavailable (e.g., holidays) you will be notified accordingly.

Testimonials

Jo Thomas coaching may contact you to politely request a client testimonial. There is no obligation to provide a one. A decision not to complete a testimonial will not affect the coaching service you receive. Testimonials will only be used in advertisements with your consent. This includes advertising on the internet (website and social media) and paper publications (posters and flyers). Further information can be found in Jo Thomas Coaching's Privacy Policy.

Termination of Services

This contract may be terminated at any time by mutual agreement by Jo Thomas Coaching and the client. However, Jo Thomas Coaching reserves the right to withdraw services at any time and the client will be provided with the reason why.

Complaints

Jo Thomas Coaching is committed to providing high-quality and ethical coaching services to its clients. As a member of the National Council of Integrative Psychotherapists (NCIP), Jo Thomas Coaching adheres to their code of conduct and complaints procedure. If you have any concerns about the quality and safety of the coaching sessions, and/or the coach's behaviour, you have the right to make a complaint.

The NCIP advises that you first try to resolve the issue with the coach directly. To do this, please send an email to jo@jothomascoaching.com. Please explain your concerns clearly and respectfully and keep a copy of your email for future reference. Jo Thomas Coaching will acknowledge your complaint within 2 working days and reply in full within 7 working days, unless the service is closed for annual leave or there are exceptional circumstances that prevent this.

If you are not satisfied with the response from Jo Thomas Coaching, or if you do not feel comfortable contacting the coach directly, you can escalate your complaint to the NCIP Complaints Committee Team. They will investigate your complaint and take appropriate action. You can find more information on how to make a complaint to the NCIP here: [Making a Complaint \(the-ncip.org\)](https://the-ncip.org)

If your complaint is related to data protection, you can contact the Information Commissioner's Office (ICO), which is the UK's independent authority for upholding data rights. You can visit their website here: [Information Commissioner's Office \(ICO\)](https://ico.org.uk)

UK Law

Jo Thomas Coaching is a UK based company and is governed by the UK's jurisdiction, therefore meaning if a claim were to be made it would go through the UK courts.

Recordings of Coaching Services

The client is not permitted to make any video or audio recordings of coaching sessions, including the initial chat and any other form of conversation.

Diet and Supplements

If you decided to adopt a new diet and/ or commence supplements, please speak to your GP, appropriate healthcare professional, health food advisor or nutritionist regarding this. If you decide to start supplementation yourself without seeking qualified advice, please adhere to the packet instructions. Jo Thomas Coaching does not accept any liability or responsibility for client's decisions regarding diet and supplementation.

Notes on Memory

If during the coaching sessions, you revisit some of your memories, Jo Thomas Coaching would like to highlight the following points to you, as the client:

Retrieved memory is rarely accurate and may be symbolic. Memory is constructive so every time it is retrieved it can and will change. The earlier the memory, the less likely it is to be factually accurate.

Emergency Situations

As the client, if at any time you feel, think, or believe you are in crisis or a situation that requires emergency assistance, you will seek appropriate assistance (for example, by phoning: Emergency 999).

Coaching Agreement

Full Name			
Telephone Number		Date of Birth	
Email Address			
Address			

Disclaimer: Jo Thomas Coaching offers support through personalised coaching, not medical advice or treatment. The coaching process is collaborative and exploratory, and while it may complement existing healthcare, it does not replace it. Clients remain responsible for their own decisions and wellbeing throughout the programme. Jo Thomas Coaching does not accept liability for any outcomes—financial, personal, employment-related or otherwise—that may arise from actions taken as a result of coaching sessions. I understand and agree to the terms and conditions outlined in this document.

Client Name (please print) _____

Client signature	Date
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