



# Healing and Serenity with Tracey

## Coaching Terms and Conditions

This page sets out the coaching terms by which we will work together under. By accessing and reading these coaching terms you accept them and will abide by them. Please read the statements below carefully so that you (the Client) are happy with our terms before purchasing our coaching services. If you have questions or are unhappy with any of the terms as set out here, please ensure that you contact me by email: [tracey@healingandserenity.co.uk](mailto:tracey@healingandserenity.co.uk) in advance of your first coaching session. To lay the foundation of our relationship, I want to provide you with the following information for our work together.

The term “coaching” here refers to trauma-informed coaching and any related coaching services as set out in these terms and the Contract, between you, the Client and myself, Tracey Beavis, the Coach, as an agreement of the purchase of the coaching services.

## Consent and Confidentiality

I will ensure that your confidentiality is ensured, and information will not be released without informed consent, except in cases where a child/youth’s safety, well-being, or the safety of others is at risk. Should, I be ordered to a court to give information or to testify, I will do this to the extent that the law requires.

I will always endeavour for any software or technology used as part of HEALING AND SERENITY coaching services to have robust and relevant security and privacy policies, where possible. Technology however isn’t always secure and you understand and accept the risks of breaches in confidentiality outside of BEST’s control in the use of text, email, phone, platform, video calls or any other technology and software.

You understand that I do not act as your counsellor, therapist, minister, or other expert on your life and you are solely responsible for wellbeing and your subsequent choices, actions and decisions. You agree not to hold the Coach liable for any actions or results for adverse situations created as a direct result of a specific referral given by the Coach.

It is possible that Trauma-Informed Coaching will trigger or unlock some unpleasant emotions or memories. As a result, some Clients may require other support which may include any form of therapy or counselling. Should further support be required or/and any mental health difficulties arise during the coaching relationship this will be discussed with a view to possible referral. It is the Client's responsibility for finding such support and this is not provided by the Coach. I will not label, diagnose, treat or cure any mental health conditions and people with existing mental health conditions should speak to their health care providers for specific advice.

Clients should understand that it is not possible to provide guarantees or accurate predictions of outcomes or an optimum number of sessions. There is no guarantee that Trauma-Informed Coaching will be effective for a particular individual. All issues of a human rights or disciplinary nature must be handled within established policies and procedures and will not be discussed during our sessions.

### **Client Responsibility**

Clients should understand that coaching is an ongoing relationship that is meant to produce fulfilling results in our lives. Whilst coaching can be incredibly satisfying, it does take effort, as well as work during and between sessions. Growth will be directly connected to the level of commitment to this process. Through this process you can expect to deepen your learning, improve your performance and enhance your quality of life. You will not hold the Coach liable for any consequences, as all decisions will be made by you. If you feel as though value is not being received, you will discuss this with the Coach. You will be punctual, accountable and committed to your results.

### **The Coaching Package(s) and Sessions**

Coaching may address any personal or professional issues and may include the deployment of assessment processes or tools as agreed. Should such tools be deployed, the results will be considered confidential to the Coach and Client.

The coaching purchased by you will be delivered online, via Teams and a link for the online sessions will be sent to you before the commencement of the sessions. I, the Coach will provide information and support to you, the Client, via e-mail,

worksheets, telephone calls, texts, video calls or online meetings for the duration or frequency as set out in the coaching package you have purchased.

The coaching package will be agreed in advance by you, the Client, following a free 30-minute Connection call to find out and discuss your coaching needs. The duration of the package is not binding and the number of sessions can be extended at any time. The coaching package you purchase, includes a set number of coaching sessions, additional information or support you will get as part of the package selected and how long sessions will be (between 60 and 90 minutes long). The day, time and frequency of sessions will also be agreed upon by the Client and myself, the Coach before commencing the coaching.

The date of the first session will be deemed the “start” of the coaching service. Before the commencement of any coaching, a written Contract outlining the coaching service and key terms and conditions will be sent by the Coach and must be signed by both the Coach and Client.

## **Fees**

Payment is to be received in advance of any coaching. The coaching package Fee or the cost for individual coaching sessions agreed with myself, the Coach and you, the Client, will be set out in the Contract signed by both parties. You the Client agree to pay the fees for the coaching services as set out in the Contract and I, the Coach will in return for payment, will provide the service as described in these terms and the signed Contract.

The coaching Fees will remain the same as originally agreed throughout the course of the agreed Contract. Once coaching has started, any requests to change the original coaching package by the Client or for further coaching sessions will require re-contracting and may be subject to the change in Fee. I will notify the Client in writing, if there is any change to the Fee or other term or condition in accordance with a section in these terms.

## **Payment**

Payment for coaching services can be paid by bank transfer. Receipts can be sent to you, the Client on request. If payment for the agreed coaching services has not been received in advance of the start date of the coaching services, I, the Coach am not required to provide the session.

## **Rescheduling Sessions**

If you need to reschedule an appointment, please allow 48 hours notice. If 48 hours notice is not received, the session will be charged and counted and you will

automatically proceed to the next session in this agreement. If, I the Coach need to re-arrange any coaching session due to unforeseen circumstances, I will where practical, also give you, the Client 48 hours notice of the need to rearrange a session.

### **Early Cancellation**

These coaching services can be cancelled at any time. You may cancel your coaching package/sessions within 24 hours of your purchase. Please send your reason for cancelling and bank details for repayment to [tracey@healingandserenity.co.uk](mailto:tracey@healingandserenity.co.uk). A small 5% transaction fee will be deducted from all refunds.

Due to unforeseeable circumstances such as a bereavement or illness, or inappropriate behaviour by the Client, a potential conflict of interest or for any other reason, I, the Coach can cancel the provision of services, refuse or no longer provide any further coaching services to the Client. I, the Coach will, in writing, inform the Client of the cancellation of the further provision of any coach services and the Client will be refunded any part of a payment for any coaching sessions not yet provided.

### **Law and Jurisdiction**

These Terms and Conditions (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.

Any dispute, controversy, proceedings or claim between the Supplier and the Client relating to these Terms and Conditions (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.