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## COACHING AGREEMENT

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### 1. PURPOSE

This agreement is between The Coach (Hannah Melville of H4Change Ltd.) and The Client (You) for coaching and/or mentoring services.

It outlines what both sides can expect from each other while working together.

### 2. KEY TERMS

- Coaching** A collaborative process that helps explore ideas, overcome challenges, and move forward.
- Mentoring** A supportive relationship where the Coach may share knowledge, skills, and experience to aid your personal or professional development.
- Session** A scheduled conversation - usually 50 minutes (in person) or 55 (virtual) minutes.
- Standalone** One-off sessions paid ad hoc, with no commitment beyond the time booked.
- Program** A package of sessions with extra support between sessions.
- Business Day** Monday to Friday (excluding UK bank holidays).

### 3. WORKING TOGETHER

Our coaching relationship is a partnership set up to support you in reaching your goals across all aspects of your life (career, family, identity, finances, health, relationships, or your personal growth) but usually with a goal in mind. Coaching sessions will focus on what matters most to you.

The balance between coaching and mentoring will always be collaborative and client led. I may share mentoring feedback, relevant experience, resources, guidance, or practical insights, when appropriate, to support your growth but only when you request it.

#### 3.1. Your Commitment

In working together, I ask you to:

- Establish and own your goals for the coaching program and each session.
- Decide and book our coaching sessions.
- Prepare if needed for our time together and reflect between sessions.
- Show up ready to engage, communicate honestly, be open, and willing to explore alternative choices or perspectives.
- Share anything that might affect your coaching experience.
- Take responsibility for the information you choose to adopt, decisions you make, action, inaction you take and the results arising from coaching.

- Be accountable (to yourself) – to complete the work you committed to or let me know what (really) got in the way.
- Consider any guidance offered but remain responsible for your own decisions and actions.
- Take care of your own physical, mental, or emotional wellbeing both in and between sessions.
- Understand coaching is not therapy or professional guidance service – seek other professional support as needed.
- Provide at least 24 hours' notice to reschedule a coaching session.
- Be open about what is or isn't working so we can adjust together.
- Allow me to notify ICF of our time together as evidence for certification.

### 3.2. What You Can Expect from Me

- Clear boundaries and professional conduct following the ICF Code of Ethics [www.coachingfederation.org/ethics](http://www.coachingfederation.org/ethics)
- Confidentiality, except in rare cases where there are safety or legal concerns.
- A safe, supportive space to speak openly without judgment.
- Active listening and thought-provoking questions to explore new insights.
- A focus on your goals, with guidance to help you act.
- Gentle challenge to support your growth.
- Ongoing contact through WhatsApp
- Responses to messages or voicemails within 1 business day; or 2 business days for emails.
- Insights, lessons learned, or industry knowledge to support your growth to inform (but not direct) your decisions and only where we agree it's appropriate.
- Resources, tools, and exercises that may be helpful – you decide what's useful.
- Sessions starting on time with clear instructions for joining.
- To uphold ethical coaching standards – following the ICF Code of Ethics

## 4. CONFIDENTIALITY:

- Confidentiality in coaching is paramount. Everything you share in coaching is kept private. This includes anything said, written or shared digitally.
- Exceptions only apply if:
  - There's a serious concern about your safety or someone else's.
  - Illegal activity is involved or suspected.
  - Information must be shared by law, court order, or regulation.
- As a certified coach I undertake professional development. This may involve disclosing some anonymous details of our sessions with peer coaches or supervisors for my own development, but always in line with ICF Standards and never in a way that reveals your identity.
- I will share information with the ICF for credentialing purposes. Only your name, contact details, and the coaching start/end dates will be shared. Session content stays confidential.

- Any session notes I take are stored securely for at least 6 years in line with GDPR. You can see H4Change Ltd.'s privacy policy at any time on the website.

## 5. COACHING SERVICE

### 5.1. Coaching Sessions

- Coaching Sessions are usually 55 minutes for online (typically via Microsoft Teams) or 50 minutes for in person sessions (location details provided by the Coach).
- Try to make sure you are in a space where you won't be disturbed or overheard.
- The focus of the session will be based on your chosen focus area.
- You can book our sessions either directly with me or via my booking page.
- For phone sessions you will start the session by calling me on number provided.
- For online sessions, a link will be provided in the calendar invite to join.
- You agree to provide 24 hours' notice to rearrange a session. Short-notice cancellations may still be charged unless due to illness or emergency.
- Late arrival, or early departure from the agreed time won't extend the session.

## 6. COACHING PROGRAMME:

Coaching programs help us stay focused on the bigger picture, maintain momentum to your goals, and provide continued work on your blocks. It also helps me protect availability so I can provide you with ongoing support between sessions through:

**Check in's** - via WhatsApp, email or voicemail for brief updates, quick support or for me to provide any accountability support you have requested.

**Follow up** - I allocate around 30 minutes per sessions to support you 'offline' by reviewing anything you share (e.g. worksheets or personal reflections) or providing input as you request me to.

**Coaching Tools** - I can provide resources tailored to our discussion or your goals. This may be articles, tools or exercises based around what has come up in our sessions. These are for your use only - you're free to choose which ones to use.

**Booster Calls** – We can connect informally on ad hoc 30-minute phone calls if something important comes up. These are conversational and typically based around an event related to your coaching goal. Just message me if you need an unexpected or shorter chat.

Coaching Programs typically include 8 sessions over roughly 3 months and include services outlined above. You can cancel at any time. See below for refunds. I will consider the program closed within 6 months of the first session – regardless of how many sessions are completed.

## 7. FEES:

### 7.1. Standalone Session Fee

- Standalone sessions are charged at **£125** per session.
- Standalone Fees are payable within 1 week of the completed session, or before the next session – whichever comes first.

### 7.2. Coaching Programs Fee

The cost of a program is **£900** payable in 2 parts:

- **1<sup>st</sup> Payment - £450** is due within 1 week from the first coaching session.
- **2nd Payment - £450** is due one month after the first coaching session. I will send a reminder.
- Ongoing coaching following the first 8 sessions are **£100** each.

## 8. PAYMENT:

- Invoices will be provided. Payment receipts can also be provided on request.
- All payments should be made by bank transfer (also provided in your invoice).

**Company:** H4Change Ltd.  
**Bank:** Mettle (NatWest)  
**Sort code:** 04-03-33  
**Account:** 42278766

- Nonpayment may result in delay for booking future sessions, or termination of the Agreement.

## 9. CANCELLING OR ENDING THE AGREEMENT

- Please give at least 24 hours' notice if you need to cancel or reschedule a session.
- Missed sessions or cancellations with less notice may still be charged.
- Either of us can end this agreement, at any time with 1 weeks' notice.
- Payments for completed sessions (including no shows) will still be required.
- For programs paid in advance, you will be refunded for unused sessions using the reducing rates below based on how many sessions you've completed:

No. Sessions	Cost / Session
1-4	£125
5-8	£100
Programme Total	£900

- Refunds are sent within 3 business days once your bank details are received.

## 10. THE LEGAL PARTS

- This agreement follows UK law.
- Disagreements will be addressed through discussion or mediation.
- If part of this agreement turns out to be invalid, the rest still applies.
- The agreement becomes binding when you:

- Confirm acceptance by email,
- Attend your first coaching session, or
- Make a payment.

Except as expressly provided in this Agreement, the Coach makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the coaching services negotiated, agreed upon and rendered. In no event shall the Coach be liable to the Client for any indirect, consequential, or special damages. Notwithstanding any damages that the Client may incur, the Coach's entire liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Coach under this Agreement for all coaching services rendered through and including the termination date.