** Coaching Protocol and Refund Policy**

**How Does Coaching Work?** Mind Body Nutrition and Eating Psychology Coaching is a mixture of respectful inquiry, conversation, listening, teaching points, experimentation, exploration and well-chosen action steps. It’s designed to help you reach your goals, to properly evaluate and re-adjust your goals when necessary, and to help you have an empowered relationship with food and body. The role of the coach is to assist with the improvement of eating challenges such as weight, overeating, binge eating, body image, chronic dieting, and nutrition related health concerns such as digestion, fatigue, mood, cognition, immunity, and more. All of our conversations and sessions are kept strictly confidential. Honesty and trust are critical for successful work. Coaching services are not to be construed as, or a replacement for psychotherapy, legal counsel, or medical advice. You agree not to hold the coach liable for any outcomes resulting directly or indirectly from the coaching process. (\_\_\_\_\_\_\_)

**How Long Does Coaching Take?** Ultimately, the coaching relationship is about you, the client, taking full responsibility for your actions, and your life. You enter into coaching with the understanding that you are responsible for creating your own results. Depending on your goals and lifestyle, clients can see and feel results immediately after their first couple of sessions, while others choose a package that will address multiple challenges that may take several months.  It is crucial, for a lasting transformation, to build new habits gradually instead of implementing harsh guidelines.  Coaching provides you with step by step personalized support to guide you in the right direction. (\_\_\_\_\_\_\_)

**What if I Have to Reschedule?** I understand that there are times when you will need to cancel and/or reschedule your appointment, and I will do my best to accommodate your needs. Any cancellation or re-scheduling must be done 24 hours prior to our appointment. I request that you honor this policy as diligently as possible.  If you cannot comply, your session will be “missed” and appropriately charged. Please call this number (201)681-9805 and do not email me if an appointment needs to be cancelled with less than 24 hours notice. (\_\_\_\_\_\_\_)

**What Should I Do Before an Appointment?** To ensure the most productive use of our coaching time, please come to each session with some preparation. Take some time to consider what challenges you are facing, the progress you’ve made and how you’d like to use the upcoming session. Use any of the following questions or invent your own. You can email your responses ahead of time if you like: What progress have I made since our last session? What challenges did I face? How did I handle? What new insights have emerged?  How would I like to focus this next session? (\_\_\_\_\_\_\_)

**Can I Contact You In Between Sessions?** If you have a question or request feedback in between sessions, you can e-mail me and I will respond within 48 hours, unless it is over the weekend. (\_\_\_\_\_\_\_)

**Refund Policy:** I’m confident that when you join me, you’re going to be thrilled with what you learn. Enroll in the program. If you’re not happy and excited to begin the program after the 90 minute individual intake, then simply send me an email (info@healthemersion.com) within 24 hours of the appointment telling me what didn’t work and asking for your money back and I’ll give you a FULL refund. Once the program begins, the fee is nonrefundable.

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