

****SERVICE CONTRACT****

This Service Contract (“Agreement”) is entered into on [Date] by and between ****The Pivotal Project**** (“Service Provider”) and [Customer Name/Company] (“Client”). Collectively referred to as “Parties.”

****1. Services Provided****

The Service Provider agrees to provide the following services:

coaching sessions, resources, support strategies, etc.]

****2. Term of Agreement****

The term of this Agreement shall begin on [Start Date] and continue until [End Date/Duration], unless terminated earlier as outlined below.

****3. Fees and Payment****

- Fees for services shall be as follows:

- One-Time Session: \$35.00
- 60-Day Package (4 calls): \$100.00
- 3-Month Program (10 calls): \$135.00

- Payment terms: [Zelle, credit or debit card. Payments must be paid in full before the second.

****4. Responsibilities of the Parties****

- ****The Pivotal Project’s Responsibilities: ****

- Deliver services in a professional and timely manner.
- Provide a safe and supportive environment for coaching and discussions.

- ****Client’s Responsibilities: ****

- Provide accurate and timely information needed for effective service delivery.

- Attend scheduled sessions and actively engage in the coaching process.

****5. Confidentiality****

Both parties agree to maintain the confidentiality of all shared information unless disclosure is required by law or agreed upon by the parties.

****6. Cancellation and Rescheduling Policy****

- Sessions canceled or rescheduled with less than 24 hour notice may be subject to a cancellation fee of \$10.

****7. Termination****

The Pivotal Project is committed to maintaining a safe, respectful, and professional environment for all interactions. The following behaviors will not be tolerated during coaching sessions or any related communications:

- Use of offensive, discriminatory, or abusive language.
- Harassment, intimidation, or any form of threatening behavior.
- Actions that disrupt the coaching process or create an unsafe environment.

The Pivotal Project reserves the right to terminate the session immediately and, if necessary, the service agreement. Refunds for unused services will be at the discretion of The Pivotal Project.

Either party may terminate this Agreement by providing written notice of 48 hours. In the event of termination, refunds for unused services will be provided at the discretion of the Service Provider.

****8. Liability****

The Service Provider shall not be liable for any indirect, incidental, or consequential damages arising from the services provided under this Agreement.

****9. Governing Law****

This Agreement shall be governed by the laws of [IL, United States.

****10. Entire Agreement****

This document makes up the entire Agreement between the Parties and supersedes any prior discussions or agreements, whether written or oral.

****IN WITNESS WHEREOF****, the Parties have executed this Agreement as of the date first written above.

****The Pivotal Project****

By: _____

Name: [Representative Name]

Title: [Title]

Date: _____

****Client****

By: _____

Name: [Client Name]

Date: _____