



COACHING SERVICE AGREEMENT

It is a pleasure to welcome you to the coaching practice of Art of Loving Center LLC., with Coach Michelle and/or Coach Shane. If you have any questions or concerns about these services or business practices, please address them with your Coach at any time. This document constitutes a contract (the "Agreement") between you (the "Client") and Michelle and/or Shane (the "Coach"). You should read it carefully and raise any questions and concerns that you have before signing it.

Services

The services provided by Michelle S. Elsdon and/or Shane M. Elsdon include Coaching. The topics are decided jointly with you, the Client. The purpose is to develop and implement strategies to help the Client reach personally identified goals of enhanced performance and personal satisfaction. Coaching may address a variety of areas of interest including, but not limited to, relationships, career, leadership development, improving public speaking, job performance, athletic and academic performance, life balance, wellness and health; specific personal projects; general conditions in the Client's life, business, or profession. Coaching sessions may be conducted in person, by phone, or video conferencing.

Coaching

This Agreement extends to coaching services that help clients learn new skills and make significant behavior changes. Coaching includes dealing with concerns such as interpersonal skill building, problem solving, communication skills, goal setting, mental focus, performance enhancement, and behavior change. Modalities utilized during coaching include, but are not limited to, motivational coaching, mind body skill training, neuro-linguistic programming (NLP), and several other professional and performance enhancement training modalities. The Client understands the benefits, appropriate applications, and limitations of coaching.

Coaching Commitment

It is important to understand that Coaching is a professional relationship. The Coach's role is to help the Client to take information and skills they already have and 1) to make decisions about which changes they would like to make, 2) to develop a personal "action plan" in order to make those changes, 3) to implement the action plan and make changes, and 4) to develop strategies to maintain the changes they have made. Coaching does not offer any guarantee of success. The Coach will listen, support, encourage, teach and help the Client stay "on track" toward their goals.

The Client agrees that he/she is entering into coaching with the understanding that he/she is responsible for his/her own results. The Client sets the agenda for their coaching, and their success will depend on their willingness to define and take risks and implement new approaches. The Client can expect their Coach to be honest and direct, asking straightforward questions and using challenging techniques to help them move forward. The Client is expected to evaluate their own progress, and if the process is not working the client should immediately inform the Coach so steps can be taken to correct the problem. Like any human endeavor, coaching can involve feelings of distress and frustration that can accompany the process of change. The Client agrees to hold the Coach free of all liability and responsibility for any actions or results created as a direct or indirect result of a process, technique or advice provided by the Coach.

Payment Procedure

Fees: Sessions are generally scheduled as follows:

- Individual sessions 50 minute \$165.
- Couples Sessions 80 minutes \$225.
- Family 3+ people 80 minutes \$275

All fees are due at the beginning of the session

Payment options: Cash, Debt, Visa, Mastercard, American Express, Discover.

Cancellations: Your session is reserved for you. Should you miss your appointment without cancelling or if you cancel without providing 24 hours' notice, you will be billed in full for that session. Should you arrive late to your session I will see you for the duration of your scheduled time and you will be charged the full session rate.

Session Time

This time is reserved especially for the Client. Coaching is scheduled at a time mutually designated by the Coach and the Client. The day and time of the next session will be scheduled at the beginning of each coaching session.

Telephone and Video Conferencing Procedure

The Client will contact the Coach at the pre-arranged telephone number or video conference service provider on the day and time scheduled. The Client is responsible for all telephone and internet related charges. Should the Coach be placed on hold, this time will be counted as part of the allotted session time. If the Client contacts the Coach later than the pre-arranged time, this will reduce the Client's session time.

The Client understands and accepts that although the Coach will use her best efforts to provide these services on a continuing basis, that certain emergencies may occur which could interrupt the ongoing nature of the service which are not within her control which may be, but are not limited to, forces of nature or service provider problems.

Confidentiality and Informed Consent

The Coach agrees to protect the confidentiality of client communication. Information is only released to others with the Client's written permission. The Coach agrees to not directly or indirectly communicate information to a third party, except as permitted or required by law. The Client understands it is not possible to fully protect the confidentiality of information that is transmitted electronically. This is particularly true of e-mail and other information stored on computers connected to the internet, and during the use of a cordless phone or mobile device. The Client understands that communication by e-mail may not be secure and that archives of email communication may be subject to electronic interception or subject to court orders or kept by third parties (such as ISPs).

The Client accepts that the Coach will reply to his/her e-mail by utilizing the "Reply To" button and will not attempt to retype an e-mail address found further down in an e-mail. The Client agrees that the Coach will not be held responsible for breaches of confidentiality that could occur due to (a) use of a cordless phone or wireless, mobile device, (b) use of a wireless connection to the internet, (c) failure to provide a correct and valid e-mail address, (d) illegal hacking, and (e) hardware, software and other internet service provider errors. The Client understands and accepts that e-mail responses from the Coach will contain the following notice: "If you are not the intended addressee, you are hereby notified that you may not disclose or distribute this message or any information contained in this message to anyone. If you have received this message in error, please immediately advise the sender and immediately delete this message."

If sessions are conducted in a group, the Client agrees to maintain the confidentiality of all information communicated to him/her by the group participants, and other coaching clients. The Client

understands he/she is expected to not to share any information to a third party that would allow other clients in the group to be identified.

Termination

At any time, you are free to terminate coaching with us; however, we ask that you discuss your decision and reason for termination at the beginning of a regularly scheduled appointment. We believe that discussing the termination of a coaching relationship is valuable and will ensure that all coaching issues have been dealt with to the best of our and your ability. Regardless, notifying us of your desire to terminate coaching will result in my scheduling other clients into your regularly scheduled time slot. If you cancel/miss an appointment without leaving notice to reschedule on my voicemail, notice of termination will be assumed and your time slot will be given to another client.

Finally, while some clients choose to email me to schedule appointments and occasionally share information pertinent to their cases, please be aware that all electronic communications come with the risk of potential loss of confidentiality.

Mutual Nondisclosure

The Coach and Client mutually recognize that they may discuss future plans, business affairs, customer lists, financial information, job information, goals, personal information, and other private information during the coaching process. The Coach will not voluntarily communicate the Client’s information to a third party. In order to honor and protect the Coach’s intellectual property, the Client likewise agrees not to disclose or communicate information about the Coach’s practice, materials, or methods to any third parties.

Agreement

The Client, as evidenced by the signature below, has read and understands the Coaching Services Agreement in its entirety and agrees to abide by its terms for the duration of the coaching process. An opportunity to ask questions and receive clarification has been provided.

Client: _____ Date: _____
Signature

Client: _____ Date: _____
Signature

If under 18

Client: _____
Print first and last name

Legal Guardian: _____
Signature

Coach: _____ Date: _____
Signature

Coach: _____ Date: _____
Signature