



**Coaching/Retreat Terms & Conditions**

We are a professional counseling/coaching services accredited by Coach Training Alliance, Boulder, CO. and bound by the ethics of professional coaching.

These Coaching/Retreat Terms & Conditions discloses the privacy practices for Yucatan Wellness, LLC and Saving Victims. For Privacy Policy information, please click the link above or above these Coaching Terms & Conditions.

**Information Collection, Use, and Sharing**

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, i.e., to book your hotel stay or personal massage service.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new product and services or changes to this privacy policy.

**Your Access to and Control Over Information**

You may update the information we have for you or opt out of any future contacts from us at any time. You can do the following at any time by contacting us via our email address [pamela@SavingVictims.com](mailto:pamela@SavingVictims.com).

**Orders**

We request information from you on our order form. To purchase our services from us, you must provide email and telephone information as well as financial information (credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing your request, we will use your personal information to contact you.

## **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both on and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted through Paypal and its security services.

While we take every step possible to protect sensitive information transmitted online, we also protect your information offline. Only employees, vendors, or suppliers who need the information to perform a specific job (i.e., hotel accommodation staff, spa salon staff) are granted access to personally identifiable information. The servers/computers in which we store personally identifiable information are kept in a secure environment.

We partner with other parties to provide specific services. When the user signs up for these services, we will share names, or other contact information that is necessary for the third party to provide these services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

## **Links**

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## **Updates**

Our Coaching/Retreat Terms & Conditions may change from time to time and all updates will be posted on this page.

## **How We Will Work Together**

Welcome to the magic of coaching! It's an honor to be your coach and I look forward to working with you.

The relationship between a coach and client is Co-Creative, meaning that we are equals and both have an active role. I am not a therapist, psychologist, psychiatrist. I am a trained coach using honed communication skills to support you as a detached thinking partner. Together we create more power for you to effect meaningful change and take dynamic actions towards your goals.

### Your Role

- Please arrive to every session on time.
- Come to your session centered and ready to engage.
- Give me feedback in the moment about your coaching experience -- what works, as well as what does not.

### My Role

- I will listen closely to you, respond to what I hear and ask questions. If I hear something in your voice or language that sparks an intuitive thought, I'm likely to ask you about it. Often, it is the small moments that bring about BIG shifts. If I'm not on target, just tell me. I'm not attached to being right.
- We will use two specific spiritual healing modules for your progress:
  - EFT
  - Non-Resistant Path to Healing
  - Other spiritual therapies as intuited

If you are uncomfortable using these spiritual modules, please let me know, **immediately**.

- At the end of the session, if you do not mention what actions you are ready to take, I will make a request. I ask clients to stretch themselves, deepen the work done in the sessions by writing, taking some action, resolving relationships or things that feel incomplete. You are free to negotiate, accept or decline.

### Extra Time

Between sessions, if you have questions, a brief update, or want to bounce some ideas around, please contact me by email at [pamela@SavingVictims.com](mailto:pamela@SavingVictims.com). If it seems like it will be better served as session material, I'll suggest that.

### Ways You Can Get More from Your Coaching Experience

- Make our coaching sessions a priority. ***Come to every call with a specific agenda*** – a clear understanding of what you'd like to take away from the session.
- Do your own work between sessions. Use what you learn. Complete what you agree to do.
- Be open-minded. Try new approaches. Experiment!
- Be willing to change your beliefs and patterns if they do not serve you anymore.

### Fees & Money-back Guarantee

- All services are paid in advance. If you are enrolled in a monthly or quarterly coaching session, do all that is required for your success, you are able to prove you have taken the steps, all monies will be refunded if you are dissatisfied.
- I accept credit cards and checks. Please send checks at least one week in advance.
- My fees may be tax deductible as a business expense. Please check with your CPA.
- Please budget for this investment.
- I do not accept late payments. Please make certain funds are available.

### **Session Procedures**

- I will call you for your scheduled sessions.
- If I cannot reach you, I will attempt to contact you a second time after 5 minutes.
- If on the third attempt, you are still not available, you will be a no-show and absence will be counted as a paid session.

### **Schedule Changes/Vacation/Business Trips**

We will choose a regular time for our sessions. This will be your time slot. If something must change temporarily or permanently, I will be happy to work that out with you.

Please give our call high priority and arrange your schedule to honor our agreed upon time. If you must reschedule our call, I ask you to give me 24 hours notice. In any case, let me know as soon as you are able. I will not reschedule no call/no shows. If you have vacation or business trips that will conflict with our sessions, please notify me of these as soon as you have an itinerary and we will discuss when to reschedule. I will do the same with you when I plan trips.

### **Confidentiality**

- **All sessions as well as information provided by client will remain confidential. All personal information will be used properly and disposed of correctly.**
- I will obtain agreement from my clients before releasing their names as clients for references, or any other client identifying information.

If you have any questions regarding the above, please contact me right away, **before** your sessions begin.

In His Service

*Pamela Chapman*