

# Intentional Healing, LLC

## Personal Life Coaching Policies & Agreements

### Appointments

Sessions are by appointment only. All initial appointments are to be scheduled online at <https://www.schedulicity.com/scheduling/IHLVAM>. If you'd like we can book your next appointment at the end of your session otherwise you can go online anytime to book your next session. Sessions can be done online, over the phone or in-person at my home studio located in San Marcos, CA. Please indicate your preference (by circling: online / phone / in-person). If either party needs to change the form the session needs to happen, a 2-hour notification is required. You will need to provide your payment information upon booking your appointment and credit/debit card will have a hold place on it until after your appointment (then it will be charged). My normal business hours are Monday through Friday 9am until 5pm PST. Returning clients, please inquire with me if you need to book an appointment outside of my regular business hours, by calling/texting (760) 566-5567.

### Cancellation/No-Show Policy

Our time together is very important. Because my time is reserved for you, I ask that you notify me at least 24 hours in advance if you need to cancel or reschedule any appointment. Please go online to cancel or reschedule your appointment at <https://www.schedulicity.com/scheduling/IHLVAM>, you will not be charged. If it's less than the required 24-hours please text or call me at (760) 566-5567 to cancel or reschedule your appointment, as soon as possible. Emergency situations do arise and life happens, I understand this, so please give me a brief description of why you need to cancel or reschedule your appointment. Full or partial refunds are at the discretion of the practitioner. By booking, you authorize this business to charge your credit/debit card a no-show or late cancellation fee up of up to 100% of the scheduled. I, the practitioner, will also give you, the client at least a 24-hour cancellation or reschedule notice. If, I need to cancel or reschedule with less than a 24-hour notice (except for when I have a contagious illness if our sessions are done in-person) I will offer you a 50% discount on your choice of any one session service I offer.

### Lateness Policy

Please let me know if you are running late for any appointment. For online appointments, I will go online at the scheduled appointment time and will remain online for 5 minutes. If you haven't shown up within that time or messaged me, I will consider this a no-show. For phone calls I will call you at your scheduled appointment time. If you don't answer, or call me back, I will try calling you again in 5 minutes. If you, don't answer with the second phone call I will consider this a no-show. For in-person appointments, I will wait up to 15 minutes for you to show up, if you haven't message me to let me know you are running late, I will consider this a no-show. For all appointments, I will still end our appointment at the regularly scheduled end time. So, if your appointment is for 1 hour and you show up 10 minutes late your appointment will be 50 minutes.

## Sickness Policy

Online/Phone Sessions: I recognize that both clients and practitioners are vulnerable to getting sick and not feeling well. Since your appointment is online or over the phone, unless you really don't feel well, please try to keep your appointment. It's okay if you need to lay down during your appointment or have the lights off, and if online to have your video off.

In-person Sessions: I recognize that both clients and practitioners are vulnerable to getting sick and not feeling well. Therefore, I ask, both clients and practitioners to cancel appointments when either party isn't feeling well (especially if there are any COVID-19 symptoms or other contagious symptoms). Please read and agree to our in-person COVID-19 policies.

## Appointment Reminders

If you opt-in you will receive an email reminder of your appointment 48 hours before your appointment and a text message reminder 24 hours in advance of your appointment. If you choose not to opt-in to these appointment reminders it is up to you to remember your scheduled appointment time.

## Payment & Refund Policy

Credit/Debit card information is required, at booking, and will be charged right after your session using your credit card unless prior arrangements have been made (such as gift card, cash, or check payment). All of our packages, auto-pays, and gift certificates are nontransferable. I do not offer a cash or credit card refund for my services, packages, auto-pays, and gift certificates; however, I will honor an equal exchange (credit) for other services. If for any reason you are not satisfied with your session, please contact me and we can discuss how we can make this right.

## Drug/Alcohol Policy

Please be present for your session. This means, not showing up for your appointment under the influence of alcohol or drugs (including some prescription drugs and marijuana). I have the right to refuse services and cancel your appointment at full price of the appointment if you do show up for your appointment under the influence.

## Coach-Client Relationship

Coaching is partnership (defined as an alliance, not a legal business partnership) between the Coach and the Client in a thought-provoking and creative process that inspires the client to seek answers and truth within themselves, for maximum satisfaction, growth, and healing. It is designed to facilitate the creation/development of personal, professional or business goals and to develop and carry out a strategy/plan for achieving those goals.

I am a certified personal life coach through The Dragontree Life Coaching program. I agree to maintain the ethics and standards of behavior established by The Dragontree Life Coaching Program and the ICF (International Coach Federation). I only offer

services for which I am trained, qualified and able to offer. I am not a license mental health therapist or licensed medical professional. Therefore, I do not diagnose, treat, or prescribe for any mental health and/or body health dysfunction. The Client understands that coaching is not therapy and is not to be used as a substitute for counseling, psychotherapy, psychoanalysis, mental health care, substance abuse treatment, or other professional advice by legal, medical or other qualified professional if needed, and does not prevent, cure, or treat any mental disorder or medical disease. It is your exclusive responsibility to seek such independent professional guidance as needed. I can, and do, refer my clients to appropriate specialists, when what is needed to best support you, the Client, is outside of my scope of practice. If you are currently under the care of a mental health professional, it is recommended that you promptly inform your mental health care provider of the nature and extent of our coaching relationship as agreed upon by us, the Client and the Coach.

You, as the Client, are solely responsible for creating and implementing your own physical, mental and emotional well-being, decisions, choices, actions and results arising out of or resulting from our coaching relationship and your coaching sessions and interactions with the me, as your Coach. As such, the Client, agree that the I, am not and will not be liable or responsible for any actions or inaction, or for any direct or indirect result of any services provided by me as your Coach. The Client, acknowledge that coaching is a comprehensive process that may involve different areas of your life, including but not limited to, your work, finances, health, relationships, education, and recreation. You, the Client, agree that deciding how to handle these areas of your life, and any challenges/issues, and how you choose to incorporate any coaching principles into these areas of your life and implementing any choices is exclusively your responsibility. You, as the Client, understand that in order to enhance the coaching relationship, you agree to communicate honestly, be open to feedback and assistance and to create the time and energy to participate fully in this program.

You, the Client, have hired me to be your personal life coach. We are working in a professional partnership working together to help you, the Client, bring your dreams into reality and help you, the Client, reach your goals. As such, you get out of this what you put in. I am not here to “fix” you or to do “your work” for you. At times this may challenge you, I encourage you not to give up, we are working to change old habits and patterns, this often takes time. Remember, if you keep doing the same thing, you’ll keep getting the same results. I ask you to come to each session with an open heart and an open mind.

### Professional Boundaries

In this professional partnership, it is important that you, as the client, are honest and open to me as the practitioner.

- If we see each other outside of a session, I will not discuss anything you brought up during a session.
- I respect all clients regardless of their age, gender identity, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health or personal habits.

- Sexual interactions, discussions, or requests of any kind between the client and practitioner will not be tolerated. It will be viewed as solicitation and may be reported to the proper authorities. If either of us feels our safety is being compromised in any way, the session will end immediately.
- The client may stop the session at any time and is free to leave.
- The client acknowledges that they may terminate or discontinue the coaching relationship at any time (with written notice).
- Children, under the age of eighteen, will not be seen without a parent or guardian present during the online session, on the phone call or in the therapy room.
- I will respond to communication within 24 hours if sent within my normal business hours (M-F 9am-5pm PST). Please make these messages brief, let me know if you would like a call back or if you are just sharing. If you need a more in-depth conversation, please schedule a call with me.

## Confidentiality

This coaching relationship, all information that the Client shares with the Coach as part of this relationship, including all client intake forms, notes, audio and/or video records (if applicable) is bound by the principles of confidentiality set forth in the ICF Code of Ethics. All sessions are recorded, unless you indicate your preference not to have them recorded. You will be emailed a temporary downloadable link to these recordings. Please be aware that the Coach-Client relationship is not considered a legally confidential relationship (like the medical and legal professions) and thus communications are not subject to the protection of any legally recognized privilege. The Coach agrees not to disclose any information pertaining to the Client without the Client's written consent. The Coach will not disclose the Client's name as a reference without the Client's consent. Confidential Information does not include information that: (a) was in the Coach's possession prior to its being furnished by the Client; (b) is generally known to the public or in the Client's industry; (c) is obtained by the Coach from a third party, without breach of any obligation to the Client; (d) is independently developed by the Coach without use of or reference to the Client's confidential information; or (e) the Coach is required by statute, lawfully issued subpoena, or by court order to disclose; (f) is disclosed to the Coach and as a result of such disclosure the Coach reasonably believes there to be an imminent or likely risk of danger or harm to the Client or others; and (g) involves illegal activity. The Client also acknowledges his or her continuing obligation to raise any confidentiality questions or concerns with the Coach in a timely manner.

Please be aware any communication done via text, e-mail can be convenient; however, texts and e-mails may not be encrypted and could be read by some outside party with the skills to access this information.

## Termination

Either the Client or the Coach may terminate this Agreement at any time with 2 weeks written notice. Client agrees to compensate the Coach for all coaching services

rendered through and including the effective date of termination of the coaching relationship.

### Schedule and Fees

This coaching Agreement is valid as of \_\_\_/\_\_\_/\_\_\_\_\_. The fee is \$\_\_\_\_\_ and/or \_\_\_\_\_ per month based on \_\_\_\_\_ sessions per week for \_\_\_\_\_ months. Each session shall be 60 minutes. If rates change before this agreement has been signed and dated, the prevailing rates will apply. If the Client is a session-by-session client, they agree to any increase of rates, as the rate changes.

### Limited Liability

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, LaDeane Palmar aka Cedar Sky Love or Intentional Healing, LLC 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.

### Dispute Resolution

If a dispute arises out of this Agreement that cannot be resolved by mutual consent, the Client and Coach agree to attempt to mediate in good faith for up to 30 days after written notice given. If the dispute is not so resolved, and in the event of legal action, the prevailing party shall be entitled to recover attorney's fees and court costs from the other party.

### Severability

If any provision of this Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If the Court finds that any provision of this Agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

### Waiver

The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

### Applicable Law

This Agreement shall be governed and construed in accordance with the laws of the State of California, without giving effect to any conflicts of law provisions.

## Binding Effect

This document reflects the entire agreement between the Coach and the Client, and reflects a complete understanding of the parties with respect to the subject matter. This Agreement supersedes all prior written and oral representations. The Agreement may not be amended, altered or supplemented except in writing signed by both the Coach and the Client.

This Agreement shall be binding upon the parties hereto and their respective successors and permissible assigns.

Please sign this Client Agreement prior to your first scheduled coaching session. Retain a copy for your records and either bring a copy with you to your first appointment, email a copy before your first appointment. or mail a copy at least 3 business days before your first appointment to:

Intentional Healing, LLC  
1077 Tesoro Ave.  
San Marcos, CA 92069-7377

\_\_\_\_\_  
Coach Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Coach Print Name

\_\_\_\_\_  
Client Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Client Print Name

\_\_\_\_\_  
If client is a minor, parent or guardian signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date