

# Terms of Business: Coaching

In these terms we endeavour to be transparent and speak in plain English. Any queries about the contents of this agreement can be made to [sarah@healingbusiness.co.uk](mailto:sarah@healingbusiness.co.uk) before you purchase.

## The coaching relationship

The coaching relationship is designed by you, the client, and I, the coach, and is focussed on your agenda. Coaching, which is not advice, therapy or counselling, may address specific personal or business projects, or general situations in your life or profession which you would like to transform in some way. Other coaching services include value clarification, brainstorming, identifying plans of action, exploration and clarification of situations, and making empowering requests. The emphasis is on moving forward towards a fulfilling life and/or business. Where mentoring is required, this will be explicit not assumed and only if permission is given by you, within the coaching agreement.

Coaching is a powerful tool which can enable you get clear about your direction in life and how you can get there. The sessions may involve Neuro Linguistic Programming (NLP), working with your body- states and movement, Emotional Freedom Technique (Tapping on energy meridian lines) Modern Stress Management, and working with Soul Coaching Oracle cards to help uncover resistance, shift it and energise you. Please ask any questions if you are unsure about any of these techniques. The sessions are collaborative and you will be completely in control of how and when we use these techniques.

Throughout the relationship I will engage you in direct and personal conversations. You can count on me to be honest and straightforward in asking questions and making requests. You understand that the power of the coaching relationship can only be granted by you- and you agree to have the coaching relationship be powerful. If you believe the coaching is not working as desired, you will communicate and take action to return the power to the coaching relationship.

Both you and I are each responsible for our own welfare inside and outside the coaching relationship.



## **How it works**

Coaching sessions will be conducted by phone or Skype or Zoom or in person. You will call me at the scheduled times.

Cancellations can be made 24 hours in advance, otherwise you will be charged for the session. If you are late for a session, the session will still end at the scheduled time.

## **Payment Terms**

Payments for all coaching sessions and courses will be made prior to the first session.

## **Terminating the Contract**

In the rare case where you do not wish to continue with the coaching relationship or course and you can demonstrate that you have been honest with me throughout the relationship, including about any dissatisfaction, a 50% refund for the remaining sessions will be granted at my discretion. I will also terminate the contract if there are ongoing problems with commitment, time keeping or issues that are outside of the coaching boundaries

## **Disclaimer**

Any content delivered, whether by Healing Business or guest experts, is for information purposes only and should not be interpreted as advice. We do our best to ensure that the information is up to date and accurate although cannot guarantee this as things can change. This includes content within the membership, the website and any content on the website, or social media channels.

Results may vary between individuals and results are not promised or guaranteed.

Any actions and decisions you make as a result of the coaching sessions are taken entirely at your own risk. We expressly exclude any liability for direct, indirect or consequential loss or damage incurred by you or others (financial, physical, emotional, energetic, spiritual) as a result of the coaching sessions or any products and services



supplied by Healing Business. You agree that we accept no liability for any loss or damages you may incur.

### **Copyright and Intellectual Property**

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Content includes, but is not limited to, pdf documents, videos, slides, guidebooks, word documents, excel documents, templates, audio recordings, emails, mp3 files, ebooks, images, photos, text, affirmations etc.

### **Third party links**

Any third party links, including affiliate links, are shared with our best efforts to ensure they are relevant and high quality. They are to be used for information purposes and we take no responsibility for third part content, opinions, omissions or errors. Please see their terms of business and privacy policies.

### **Confidentiality and Privacy**

I promise that all information provided to me will be kept strictly private and confidential, except as required by law. Full details of the personal information we collect and store can be found in our Privacy Policy and Cookie Policy which can be found by visiting [www.healingbusiness.co.uk](http://www.healingbusiness.co.uk) or can be sent to you upon request.

We are registered with and adhere to the regulations set out by the Information Commissioners Office (ICO).

### **Disputes**



Any complaints or disputes can be made in writing to [sarah@healingbusiness.co.uk](mailto:sarah@healingbusiness.co.uk). We will acknowledge receipt of your email and aim to reply within 7 days. If such a need arises we will seek mediation and will work towards a fair and speedy resolution.

### **Code of Ethics**

I promise to adhere to the ICF code of ethics. I am a professional member of the Guild of Energists (GoE) and am fully insured by Balens.

### **Development as a Coach**

I am committed to my personal, professional and spiritual development. I will keep my coaching skills up to date and to the highest standard. I will also be regularly mentored and supervised to assist my learning and growth as a coach. Unless you tell me otherwise, you agree to allow me to log your name, address, telephone number and the dates and times of our coaching sessions as hours which count towards my accreditation. This data can be made anonymous at your request.



## Signature of Agreement

Name

Address

Telephone

Skype Name

How did you find out about me?

What do you want to make sure you get from the coaching relationship?

I am ready for change and I accept the Terms of Business.

Signature.....

Name.....

Date.....

### Terms of Business.

**Mailing Address: Healing Business. 143 Bretch Hill, Banbury, OX16 0LB**

This Terms of Business Version 4 document was amended on 27<sup>th</sup> February 2020 and will be reviewed annually, or before if such need arises.

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