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## Terms & Conditions

### Understanding

- 1- The terms and conditions below apply to all coaching services provided by Plenitude Life Coaching (PLC) –Your Life Blossom - to any individual or organization ("the client") and constitute the contract for the service to be provided by PLC – Your Life Blossom - for the client. The term 'coaching' as here used covers life coaching and personal coaching for clients and where applicable.
- 2- Coaching is not psychological counseling or any type of therapy, and should not be construed as such.
- 3- In return for the fees payable by the client (or by a third party on their behalf), PLC – Your Life Blossom - agrees to provide the service as described below and in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third party pays the fees, the third party counts as an agent acting on behalf of the client).
- 4- The date that the first coaching session takes place shall be deemed to be the start date for the service. Participation by any individual in the first coaching session constitutes acceptance of these terms and conditions. The client will be required to sign a contract with PLC – Your Life Blossom - at the commencement of coaching.

### Responsibility & Commitment

- 1- PLC – Your Life Blossom - will seek to enable the client to set and achieve goals that will help to bring about desired outcomes for the client. The client has sole responsibility for any decisions they may make following coaching with PLC – Your Life Blossom -. PLC – Your Life Blossom - accepts no liability for the client's actions. PLC – Your Life Blossom - has no liability for any loss

incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or to achieve their desired outcomes or goals.

- 2- The client will be required to complete a 'Commitment to Coaching' form at the commencement of coaching; the client will be asked if they are ready to take action to make the necessary changes.

### Confidentiality

- 1- Personal information or business information supplied to PLC – Your Life Blossom - by the client in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, save where required by law.
- 2- PLC – Your Life Blossom - and the client will be required to sign a confidentiality agreement at commencement of coaching. PLC – Your Life Blossom - will respect the client's privacy and seek written permission before disclosing they are a client.
- 3- All documentation and information relating to the client will be held according to the Data Protection 1998, except as permitted by the client in writing or as required by law.

### Coaching Procedure

- 1- The coaching schedule will be arranged between PLC – Your Life Blossom - and the client.
- 2- The number of coaching session will be agreed at the start of coaching between PLC – Your Life Blossom - and the client, and confirmed by PLC – Your Life Blossom - by email or written correspondence. Full payment is due before the first session. Additional sessions can be booked thereafter.

- 3- The length of each session is usually 1 hour but can be agreed between PLC – Your Life Blossom - and the client at the commencement of the session.
- 4- Coaching will take place between the client and PLC – Your Life Blossom - face-to-face (venue by mutual agreement) or via Skype (client calls coach). Face-to-face coaching will take place in the office of PLC – Your Life Blossom - or at a mutually agreed venue. Where coaching takes place at a mutually agreed venue the client will be liable for any costs incurred by PLC – Your Life Blossom - at that time.
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- 5- PLC – Your Life Blossom - may assign the client tasks or exercises to complete between coaching sessions. There is no obligation on the client to complete these tasks, but not doing so may slow the client's progress in gaining improved quality of life or achieving desired business or personal outcomes. Where possible, clients are requested to submit any information requested by PLC – Your Life Blossom - relating to assignments at least 24 hours before the coaching session when they are to be discussed. PLC – Your Life Blossom - will provide feedback on completed assignments during coaching sessions.

### Cancellation & Rearranging Sessions

- 1- If the client needs to rearrange a coaching session, they should provide at least 48 hours' notice. No refunds will be given to clients for unused coaching sessions unless 48 hours' notice has been given. In exceptional circumstances PLC – Your Life Blossom - may need to rearrange a coaching session; in these circumstances PLC – Your Life Blossom - will use reasonable endeavors to provide a mutually satisfactory alternative appointment the client.
- 2- Where a client pays for a session, or sessions, in advance they must have the coaching session(s) that they have paid for within 6 months of the payment, or their fee is forfeited.
- 3- The client may terminate their coaching contract at any time in writing. Any monies owed at the time of cancellation will become due immediately. Refunds on payments made against future sessions will be at the discretion of PLC – Your Life Blossom -.

- 4-There may be occasions when PLC – Your Life Blossom - may recommend to the client that they seek an alternative service more suited to their current needs. In this event PLC – Your Life Blossom - will fully discuss the reasons for the recommendation with the client. It is the client's sole responsibility to decide whether to follow the recommendation and PLC – Your Life Blossom - does not accept any liability for the outcome of any decisions the client chooses to make.

### Disclaimer

- 1- Life coaching is a comprehensive process that may involve all areas of life, including work, finances, health, relationships, education and recreation. Deciding how to handle issues, incorporate coaching into those areas, and implement choices is exclusively the client's responsibility.
- 2-Life coaching does not involve the diagnosis or treatment of mental disorders. Life coaching is not a substitute for counseling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment and will not be used in place of any form of diagnosis, treatment or therapy.
- 3-Life coaching is not to be used as a substitute for professional advice by legal, medical, financial, business, spiritual or other qualified professionals. Clients should seek independent professional guidance for legal, medical, financial, business, spiritual or other matters. All decisions and actions in these areas are exclusively the responsibility of the client.