

AGREEMENT FOR CLIENT SERVICE

Agreement between: _____
(referred to as "Coach") and _____ (referred to as "Client"). Coaching services are to be provided by the coach in accordance with the agreement.

A Client and Coach work collaboratively (not as business associates or in legal alliances) to enhance the client's personal and professional performance.

Responsibilities:

1. Coach agrees to follow the Ethics and Standards of Conduct set forth by the International Coach Federation (ICF). The ICF's Code of Ethics is outlined in detail here:

<https://coachingfederation.org/ethics/code-of-ethics>

2. Client's emotional, mental, and physical well being is his/her responsibility. Likewise, the client is responsible for all his/her own choices, decisions, behaviors, and actions. Coach is not liable or accountable for any action or inaction, as well as for any direct or indirect results of service provided to the client. It is important for the client to understand that coaching does not work as a therapy nor is a therapy in and of itself. It is in no way designed to treat any mental disorder or medical problem, nor does it prevent them.

3. Client knows that coaching is not a substitute for legal, medical, mental, or any other qualified professional advice, and he/she will seek specialized help from certified independent practitioners for respective matters. If the client is under the care of a mental health professional, the coach must be informed.

4. A successful Coach/Client relationship is built on honesty. In addition to offering his/her full energy to the coaching program, the client agrees to communicate openly, truthfully, and share direct feedback.

Services: Both parties agree to participate in a ____ month Coaching Program (which involves ____ sessions) by telephone, Skype, or face-to-face. Between scheduled meetings, Coach will be available to Client by email, text messages, and voicemail (maximum response time of _____ hours). As needed, Coach may also provide additional services at _____ per hour, on a prorated basis, according to Client's specific needs (e.g., analyzing documents, reading, or writing reports).

Schedule & Fees: This coaching agreement is considered valid as of _____. A fee of _____ per hour or _____ each month is charged for services. Hourly billing requires payment 24 hours before every session. In case of monthly billing, the first month's payment is due before the initial coaching session. Four weeks after the first meeting, a second payment is due. Until the agreement ends, the remaining monthly payment of _____ is due after every subsequent four week period.

A call or meeting should last for _____ minutes. Coach's offerings and/or fees change before this agreement has been signed and dated, the most current rates will apply.

Procedure: Coaching meetings will take place at a mutually agreed upon time and location/communication method between Coach and Client. All scheduled calls and meetings will be initiated by the Client, who will call the Coach at _____. Clients will be notified via email and/or text if the Coach will be at any other number for the scheduled appointment.

Confidentiality: By virtue of the ICF Code of Ethics, this coaching relationship as well as all information the Client shares with the Coach is deemed confidential, but it is not necessarily considered legally confidential (as in medicine or law). Any information regarding the Client will not be disclosed without his/her written consent. Client's name will not be disclosed as a reference without his/her permission.

Information not considered confidential is that which: (a) was in the Coach's possession before he Client shared it; (b) has been widely publicized or is typical 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 referencing or using any confidential information from the Client; or (e) is required by law to be disclosed by the Coach.

The Confidentiality Agreement Document provides more detailed information regarding this matter.

Cancellation Policy: If Client wishes to reschedule a coaching call, he/she must provide 48 hours notice in advance. Rescheduled sessions will generally be held within _____ of the original date. No replacement will be possible if changes are not made with 48 hours prior notice.

Refund Policy: Coaching is a relationship that requires full commitment and refunds will not be not generally offered for this service, yet each request will be evaluated on a case by case basis, contingent on any extenuating and unexpected circumstances that may arise in the Client's life.

Limited Liability: Coach makes no expressed or implied guarantees or warranties, except as specifically provided in this agreement. It is understood that the Coach shall not be liable for any consequential, special, or exemplary damages. The Coach's entire liability and the Client's exclusive remedy under this agreement are limited to the amount paid by the Client to Coach for all services rendered up until the termination date, regardless of any damages sustained by the Client.

This, along with all other documents given to Client by Coach during enrollment, constitutes the entire agreement between both parties. All prior written and oral representations are superseded by this agreement.

In the event of a dispute arising out of this agreement, the Coach and Client pledge to attempt mediation in good faith for up to 30 days after giving notice. All further negotiations will be settled legally in a court with the appropriate jurisdiction if the dispute is not resolved.

Please sign below. You should then email this Client Agreement to your Coach before the first session. Keep a copy for your records.

Please email a signed copy to (if applicable):

Thank you!

Client's Name (Please print name)

Date

Client's Signature

Date

Coach's Name (Please print name)

Date

Coach's Signature

Date