

# SOCIAL SYNERGY COACHING & CONSULTANCY

## COACHING AGREEMENT & TERMS AND CONDITIONS.

Name:	
Phone:	
Address:	
Email:	
Date:	

When purchasing coaching services from Social Synergy Coaching & Consultancy, hereafter referred to as SSCC, you must confirm that you have read and agreed to each of the statements below and that you wish to proceed. Please complete and sign this document and return via email at least 48 hours prior to your first coaching session.

Email to: [hello@socialsynergycoachingconsultancy.com](mailto:hello@socialsynergycoachingconsultancy.com)

All coaching services and communication, email or otherwise, delivered by SSCC as well as information on the SSCC website, [www.socialsynergycoachingconsultancy.com](http://www.socialsynergycoachingconsultancy.com), are meant to support you in identifying the aspects of your life and in your thinking that may be preventing you from self-development, progress and greater well-being. Coaching is not a substitute for professional mental health care or medical care. Coaching is a process which should begin after major emotional and psychological wounds are already healing or healed.

At SSCC, the term 'coaching' refers to life coaching, personal coaching, executive coaching and business coaching for clients.

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# COACHING AGREEMENT

I understand that coaching is a relationship with my coach which is designed to facilitate the achievement of defined personal or professional goals. I am committed to being open and honest with my coach, and to making improvements in my life through positive action to meet these goals.

I understand that coaching is a comprehensive process, which may involve all areas of my life including work, family, health, relationships, education and recreation. I acknowledge that deciding how to handle any issues is my responsibility.

I understand that all comments and ideas offered by my coach are solely for the purpose of aiding me in achieving the defined goals I create with my coach. I have the ability to give my informed consent, and hereby give such consent to my coach to assist me in achieving such goals and understand that results are not guaranteed.

I understand and agree that I am fully responsible for my well-being and the decisions and choices reached during the coaching sessions and the actions I take as a result.

I understand that coaching is not offered as a substitute for professional mental health care, medical care or substance abuse treatment and are not intended to diagnose, treat or cure any mental health or medical conditions. I will not use coaching in place of any form of therapy. I also understand that my coach is not acting as a mental health counsellor or a medical professional.

I agree to inform my coach if I am currently in any kind of therapy and that any medical or therapeutic practitioners involved in my care have been advised of my intention to work with a coach.

I understand that coaching is currently an unregulated industry and that my coach is not licensed by any UK body.

I understand that my coach will protect my information as confidential unless I state otherwise in writing. If I report child, elder abuse or neglect or threaten to harm myself or someone else, I understand that necessary actions will be taken and my confidentiality agreement limited in this

capacity. Furthermore, if my coach is ordered by a court to provide information or to testify, she will do so to the extent the law requires.

I understand that the use of technology is not always secure and I accept the risks of confidentiality in the use of email, text, phone, Google Meet and other technology.

I agree to commit to the programme of coaching sessions to facilitate the desired growth and achieve my stated goals. I understand that if I am not satisfied with my progress during this time and wish to cancel my remaining sessions, I may do so at any time up 48 hours before the following session.

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## TERMS & CONDITIONS

The coaching schedule will be arranged between SSCC and the client and can be booked up to 3 months in advance. SSCC will recommend the frequency of coaching sessions based on a professional assessment of the client's requirements. This recommendation, or plan, is not binding and may be altered and adjusted throughout the coaching journey by mutual agreement, in accordance with the terms set out in this agreement.

The number and frequency of coaching session will be agreed at the start of coaching between SSCC and the client, and confirmed by SSCC by email or written correspondence. Where no specific number is agreed sessions will be provided on a session by session basis.

In return for the fees payable by the client (or by a third party on their behalf), SSCC 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).

The date that the first coaching session takes place shall be deemed to be the start date for the service. Where any client is unhappy with any of the terms and conditions they can contact SSCC to discuss any concerns and see if they can be resolved before the first coaching session. Participation by

any individual in the first coaching session constitutes acceptance of these terms and conditions.

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## FORMAT OF SESSIONS

Face to face (venue by mutual agreement), via Google Meet; telephone coaching sessions; or other formats where such is agreed. Unless otherwise agreed, for Google Meet and telephone sessions the client is responsible for telephoning their coach at agreed times. SSCC is responsible for ensuring that the coach is available for consultation at agreed times.

The length of each session is as agreed between SSCC and the client before coaching sessions commence.

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## SESSION FEES

In accordance with SSCC's current per session fee or fee for a programme of sessions, or any other such fee as shall be agreed and notified to the client. SSCC will confirm the fees in writing, usually by email, unless this is impractical. The number of sessions for which payment is required in advance will be agreed before coaching sessions commence.

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## ADDITIONAL SESSIONS

SSCC may agree to provide additional coaching sessions after completion of the initial agreed session(s). These terms and conditions will apply to any additional sessions so provided and the Per Session Fee will remain the same as originally agreed except where SSCC notifies the client in writing by letter or e-mail of a change to the Fee or to any other term or condition in accordance with the section in these terms and conditions headed "Variation of Terms and Conditions".

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## DATES AND TIMES OF SESSIONS

The date and time of the first session and any subsequent session will be agreed between SSCC and the client by phone, email or during a session and confirmed by SSCC by email or letter.

Sessions can only be rearranged in accordance with the section in these terms and conditions headed "Rearranging Sessions".

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## PAYMENT TERMS

Fees can be paid online by debit or credit card using the Stripe payments systems, by standing order or by bank transfer. Where receipts are requested by the client, they will be sent by e-mail unless otherwise requested.

Fees are payable in advance of each coaching session unless otherwise agreed (Business Coaching may allow for payment on receipt of invoice). In the case of multi-session coaching plans (e.g. the Quest and Adventure plans) a deposit of 50% may be paid on booking and the balance will be due in advance of the fourth session. Where payment has not been received by SSCC in advance of a coaching session SSCC is not obliged to provide the session.

Where payment is required on receipt of invoice rather than in advance, a charge may be levied for late payment.

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## BETWEEN SESSIONS

SSCC may assign the client tasks or exercises to complete between coaching sessions. There is no obligation on the client to complete these items of

'homework', but not doing so may slow the client's progress in gaining improved quality of life or achieving desired business or personal outcomes.

The client may contact SSCC by phone or e-mail between sessions to seek clarification regarding anything arising from a coaching session or for administrative purposes (e.g. where a client needs to rearrange a coaching session or make a payment). Additional coaching can also be provided between sessions but there will be an additional charge for this unless the client is engaging in a coaching plan which includes between-session check-ins (e.g. the Quest and Adventure plans). SSCC will always advise a client in advance if the nature of a client's contact is likely to incur an additional charge and no such charges will be imposed without the client's agreement.

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## REARRANGING SESSIONS

If a 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, SSCC may need to rearrange a coaching session. In those instances, SSCC will also give the client 48 hours notice where practical.

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.

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## CONFIDENTIALITY

Personal information or business information supplied by clients 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 or where action might be necessary to prevent harm to the client or someone else.

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## EARLY TERMINATION

In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, SSCC can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by SSCC where practicable and will be refunded any advance payments made for coaching sessions not yet provided.

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## RESPONSIBILITIES

SSCC will seek to enable the client to improve their quality of life or level of business success and to achieve their desired outcomes. Remarkable results can be achieved where clients follow a clear plan in a committed way. However, the client has sole responsibility for taking important decisions in their life or business. SSCC 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 business or to achieve their desired outcomes or goals.

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## VARIATION OF TERMS AND CONDITIONS

Where an Initial Number of Sessions is agreed, any changes to these terms and conditions intended to take effect prior to the conclusion of those Initial Number of Sessions will only have effect if agreed by both SSCC and the client and confirmed by SSCC in writing by email or letter. In other cases, SSCC may change any of these terms or conditions including the Per Session Fee by giving the client one week's notice in writing by letter or e-mail of the change(s). If following receipt of such notification of change, the client no longer wishes to proceed with further coaching sessions, they may withdraw from the service immediately by giving notice in writing by email or letter

and they will then be entitled to a full refund of any fees paid in advance for coaching sessions not yet provided. Such notice will be effective on receipt by SSCC.

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## GOVERNING LAW

This contract is governed by the law of Scotland whose courts have exclusive jurisdiction in relation to any dispute, disagreement, proceedings or legal claim of any nature relating to the service provided or the contract.

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## FEEDBACK

To ensure and maintain an exceptional level of service, clients will be asked to complete a feedback form at the end of the coaching process or a series of coaching sessions.

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I have read and agree to the above:

Name:	
Date:	

Please complete and sign this document and return via email at least 48 hours prior to your first coaching session.

[hello@socialsynergycoachingconsultancy.com](mailto:hello@socialsynergycoachingconsultancy.com)