

CLIENT AGREEMENT, TERMS & CONDITIONS, CONFIDENTIALITY AND CANCELLATION POLICY

As a Client I acknowledge that..

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, Client and Coach agree to participate in a coaching session agreed on a specific date and time through the website's booking system. The sessions will be held through either voice or video call on WhatsApp or Zoom.

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.

REFUND POLICY: Refunds will not be generally offered for this service.

PROCEDURE: The Coaching sessions will take place online, either on WhatsApp or Zoom, via voice or video call.

WRONG EMAIL AND ZOOMID OR WHATSAPP NUMBER: If the Client provides inaccurate contact data the Coach is not to be held responsible for the upcoming inconvenience. However the Client may contact us in order to fix this issue.

CANCELLATION POLICY: If Client wishes to reschedule or cancel a coaching call, they may do so through the links provided in their booking confirmation email. If the Client wishes to cancel they will receive a voucher/ coupon to redeem their session. Both Client and Coach may cancel at any given time. But if a Client cancels three times in a row, in less than 24 hours before their appointment, they can be banned from our services based on these circumstances. If the Coach decides to cancel three times in a row, in less than 24 hours before the appointment, the Coach should refund the Client.

FEES AND SCHEDULE: Sessions will be held at the time and schedule booked by the Client through the website based on their local date and time. Fees were clearly disclosed at the time of booking on the website and had to be paid by the Client in the full amount.

LATE POLICY: If the Client is late from a coaching session the session will still have to end at the agreed time stated on the website.

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.

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