

Bev Madden Life Coaching

& Improvement Specialists

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Terms and Conditions

Payment Terms:

- Fees must be paid in advance by the 30th of the month.

Payment Options: By Cheque made out to **Bev Madden**

Invoicing/Receipt Options: Invoice only:..... Both:.....

Face-to-Face Coaching:

- Mutually Agreed Venue to meet the clients' needs.
- The environment is important and must be an uninterrupted private space.
- This can be provided by the coach, the client's workplace or the client's home.

Telephone Coaching:

- The client calls the coach at the scheduled diary time

- Calls will be charged from this time even if the client calls in late. No overrun is permitted. Each session is scheduled to last for 60 minutes.

Cancellation Policy:

- 30 days notice in writing/email is requested to terminate your coaching agreement. Coaching relationships are for a minimum of 3 months to ensure maximum benefit in achieving your goals.
- Cancelled session: 24 hours' notice of cancellation unless it is an emergency. For appointments cancelled within 24 hours' notice a cancellation fee equivalent to 50% of the cost of one session will be charged.

Coaching Agreement and boundaries

Life Coaching is a confidential & personal relationship between you & your coach

Client Feedback and Satisfaction:

- I ask you to complete an interim feedback document after your 3rd session to evaluate the service you have received, if you have any concerns, with the coaching relationship or are not satisfied with the service please raise at this stage.
- A final free evaluation / closure session is provided pro bono

Client Support:

- I encourage that you call or email me between sessions if you are stuck, confused, challenged, and anxious or just wish to inform me of how well you are doing and feeling. It is good for your coach to know. I do ask however that any interim calls are kept to 5-10 minutes, Thank you

Client Permission and boundaries:

- Your coach will often give you her perspective on your situation, and with your permission, may provide some options or approaches to any given situation. It is the solely the client's choice to take action (or not) based on a summing up of the discussion. The coach accepts no liability for the consequences of action or inaction on the part of the client. Coaches are not qualified to give specific legal, financial or business advice. Whether the subject is financial, legal, related to health or personal issues, please, where appropriate, seek advice from the relevant qualified professionals before taking action.
- The Coaching Relationship is a professional one to one and if it is not working for the client this should be raised in the first instance with the coach to agree either termination of contract or referral on. If the coach feels that issues raised sit outside the coaching remit, the coach will discuss with the client to explore their preferred options.

Ground rules for completing activities between sessions:

- Exercises will normally be set to do between sessions to help you work systematically towards your goal. By taking consistent action you are making a real commitment to achieving it. You may however accept, decline or negotiate regarding task completion.

Confidentiality:

Your confidentiality is vital. Your coach will never disclose any information about you to anyone else and is bound by the ethics and code of conduct of the European Mentoring & Coaching Council

I am a member of EMCC and subscribe to the EMCC Code of Ethics (see www.emccouncil.org)

- Your coach will never use any information that you disclose to her at any time for her own benefit.