



The Tangible Coach Terms and Conditions

- Payment:** Shall be made by the client in full, in advance for 1st package and/or 3 equal payments as arranged prior to start date of any additional packages purchased.
- Sessions:** Each Package, Program, Workshop in the schedule of The Tangible Coach for 2023, will have specifically explained sessions, included in the full price.
All will be explained and prices clear at time of publication.
Any changes to the scheduled sessions will be notified in writing at least 30 days prior to session commencement wherever possible and will be made in writing to the client via email to the email address kept on file for the client at the time of booking.
All changes to the clients email address are the responsibility of the client to inform The Tangible Coach head office as soon as possible after change to avoid any interruptions in communication.
- Frequency:** The frequency of all client sessions will be pre-arranged at the beginning of the Coaching relationship and scheduled into the coaches and client's calendar.
Any amendment requests must be made in writing via email a minimum of 72 hours prior to start of next session.
For any reason that this may not be done and agreed to by both parties, the client will then forfeit the cost of the session to the Coach and the schedule will revert back to the original sessions bookings to follow on.
- Schedule:** Dates/time/s: will be explained, agreed upon and filled out clearly in the notice of coaching contract, upon purchase of any coaching program, workshop or package from The Tangible coach
- Procedure:** The Client will call/zoom the coach at pre-arranged times.
- Changes:** Re-scheduling or cancellations of appointments by the client should be done at least 72 hours before planned scheduled date. Less notice and the client will be charged for the full session. All changes to schedule times and dates made by The Tangible Coach will be kept to a minimum at all times however please be aware that in a case of an emergency needing the Tangible Coach to change your scheduled session, the Client will be given as much notice as possible and wherever possible a new time and date made within 24 hours of the first and moved time and date. Where this is not possible an extra session will be supplied by The Tangible Coach in the form of an apology for the interruption with the program of sessions. In the unlikely event of this happening this extra session will be non-transferable and must be taken within the time frame of the original package paid for.
- Extra Time:** Extra sessions can be scheduled upon emailed request to the coach from the client, the price of these will be at the discretion of the coach at the time of request made, in line with other packages, Program and calendar availability and put in writing to confirm.
- Problems:** If at any time I ever say or do anything in a session that you don't feel comfortable with or if you have any concern with the way we are working, please let me know as soon as possible. For our work together to be effective, you have to be honest with me and I with you.
During the Exploration session I will explain the way I work, the expectation I will have for you as my client and you have the opportunity to let me know anything that I may need to be aware of that may interrupt you working towards your goals.



Termination: Because of the time, scope and nature of my work, my policy is that the initial term is Payment in Full in advance for 1st package and/or 3 equal payments as arranged prior to start date of additional packages purchased.

... Refunds will be at the discretion of the Coach, and will take into consideration the nature and reason of cancellation & termination of contract if this occurs at any time.

Confidentiality: The coach recognises that anything the client shares with them is regarded as confidential, whether it is business or personal information.
The coach undertakes not to, at any time, (unless required to do so by law), either directly or indirectly, use or disclose any information the client shares with them during the coaching sessions.

For further details regarding this please refer to the Code of Ethics.

Legalities: The coach will maintain their compliance with regard to the Data Protection Act and the client's details at all times.

The Nature of Coaching:

The client is aware that the coaching is in no way to be construed as psychological counselling or any type of therapy.

Conversations during the Exploration Session that make raise the suggestion that another form of intervention may be required before the prospective client is ready for Coaching will be raised. The Coach will work with the prospective client to facilitate the understanding of this request for change where possible.

Prospective clients are asked to understand the suggestion by the coach if this situation arises. Coaching is a forward-facing intervention and there are times when a client may need to do some past intervention / understanding work before they are to ready move forward.

Please be understanding of any reflection or suggestion that your coach may put forward for you to consider a different avenue of intervention before coaching.

Please be aware that The Tangible Coach does not tolerate any abuse, Verbal or otherwise of its staff, Clients or support network.

Any person or persons found to be abusive or aggressive in any form may be asked to leave the session and their contract terminated with immediate effect.

Coaching results are not guaranteed.

The client enters into the Coaching agreement with the full understanding that they are personally responsible for creating their own results by commitment, honesty, fair play, working through the agreed format and taking responsibility for their actions in relation to all Coaching work, during and after all sessions.

If you feel that you have any physical, emotional or mindset limitations that may impede your ability to work with me in Coaching please be sure to bring this to light during your Exploration session so that all adjustments and / or alterations can be made to assist you get the best out of your sessions. This journey is about you getting the best possible results from the work you do in coaching and therefore if you need help please just ask.