

## CLIENT AGREEMENT

I \_\_\_\_\_ (client), agree by my signature below, that I acknowledge the following and would like to initiate health coaching.

- I affirm that I am at least 18 years of age or older.
- I am aware that the first coaching session will be up to 90 mins long minutes and follow-up sessions will be 45 minutes.
- I am aware that health coaching will take place via Zoom, call or in person (depending on location at a day and time that is mutually agreed upon.)
- I understand that I am expected to make all calls on time and will contact my coach at least 24 hours in advance if an unavoidable conflict arises.

### Cancellation Policy

- Cancellation of an appointment/session will require a 24hr notice period.
- The session will be rescheduled for another time (if cancelled within the 24-hour notice period) to catch up the session.
- There will be no additional cost involved only the normal session fee will apply.
- To not show or to not notify by the 24hr period before your appointment time the full session fee will stand.
- You'll be on time and prepared for your appointments. All documents will be sent back to the coach no later than 48 hours prior to an appointment.
- Any late arrivals without notifying me with just cause, will result in a shorter session.
- In the case of family emergencies or illnesses this policy may be reviewed to offer an alternative session day and time, but it is up to the discretion of the coach.
- When purchasing a large block of sessions for a reduced rate the agreement is based on a set number of sessions. If this is altered after commencement, then the adhoc single hourly rate will apply.
- If you cannot complete the sessions paid for then you must surrender the session without refund. If I am unable to complete the sessions paid for then I will refund the owing amount.
- Please advise at least 2 weeks prior to you taking any holidays or having a break in any block of sessions. Remaining sessions will be held in credit for a maximum of 2 months.
- I am aware that coaches are not healthcare providers and coaching does not replace seeing a licensed physician.
- I understand that this coaching relationship is in no way to be considered or construed as psychological counselling or any type of therapy or medical intervention.
- I understand that coaching is its own unique process that draws upon strategies for goal attainment and my health coach will guide me towards reaching my health and wellness goals.
- I am aware that coaching results cannot be guaranteed.
- I affirm that I am fully responsible for the choices and decisions in my life and am responsible for my own results.

Your commitment to your coach:

- You'll be open and honest regarding your health and fitness routines, habits, diet, injury & illness.
- You'll be willing and committed to completing agreed food plans, health choices or any practitioners' protocols that have been prescribed and agreed upon.
- I promise to pay my coach no later than 48 hours before the commencement of a session or package.
- I will abide by the cancellation policy terms.
- You'll take personal responsibility for getting the most out of your coaching sessions with your coach- Patricia Pasis-Oakwell.
- By agreeing to the terms and conditions above you are happy to go ahead with the recommended package.
- I agree that it is my responsibility to tell my coach what works and what does not work, and to be honest about how I would like to be coached.
- I understand that the coach may release me from coaching for any reason, including but not limited to, inappropriate conduct of my doing.
- I agree to hold the coach free of all liability and responsibility for any actions or results for adverse situations created as a direct or indirect result or specific referral or advice given by the coach.

This agreement may be extended or terminated by mutual agreement. The coaching services provided to me will include a supportive, comprehensive process for attaining health and well- being goals. Topics that I may choose to talk about include nutrition/diet, exercise, sleep, stress management, time management, work goals, relationship goals, finding meaning/purpose, and health challenges.

As a client, I understand and agree that I am fully responsible for my well-being during my coaching sessions, including my choices and decisions.

CONFIDENTIALITY: As a matter of ethics, my coach, by the signature below, affirms that she will maintain strict confidentiality about all information shared by me. The only exception is if my coach has reasonable cause to believe there are threats of serious harm to myself or others. My coach is then obligated to report the situation to the proper agent.

Our signatures on this agreement demonstrate the intent to fulfil the intentions and requests above and reflect a complete understanding of the services provided.

\_\_\_\_\_ Client Name

\_\_\_\_\_ Client or Authorized Representative Signature Date

\_\_\_\_\_ Coach Name

\_\_\_\_\_ Coach Signature