

## ALPAMAYO COACHING

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Trust

Support

Challenge

Change



## TERMS AND CONDITIONS

### Understanding

The terms and conditions below apply to all coaching and mentoring services provided by Alpamayo Coaching) to any individual or organisation ("the client") and constitute the contract for the service to be provided by Alpamayo Coaching for the client. The term 'coaching' as here used covers a range of coaching typologies all characterised by supporting personal and/ or professional development on the part of the client.

Coaching is not psychological counselling or any type of therapy, and should not be construed as such.

In return for the fees payable by the client Alpamayo Coaching 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.

The date that the first coaching session takes place shall be deemed to be the start date for the service. Participation by any individual in the first coaching session constitutes acceptance of these terms and conditions. The client will be required to sign a contract with Alpamayo Coaching at the commencement of coaching.

### Responsibility & Commitment

Alpamayo Coaching will seek to enable the client to set and achieve goals that will help to bring about desired outcomes for the client. The client has sole responsibility for any decisions they may make following coaching with Alpamayo Coaching. Alpamayo Coaching accepts no liability for the client's actions. Alpamayo Coaching 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 to achieve their desired outcomes or goals.

### Confidentiality

Alpamayo Coaching will maintain all personal and business information revealed during coaching in the strictest confidence and will otherwise be governed by Section 4 of the ICF Ethical code available at <https://coachfederation.org/ethics>.

Alpamayo Coaching is required to keep email contact details and phone numbers for clients to allow the International Coaching Federation to verify that coaching had taken place. The ICF will not use this information in any other way.

## **Clarity & Style**

Alpamayo Coaching will discuss with the client their preferred style of coaching. The client has the right to talk openly and candidly with their coach, and the client is encouraged to discuss any concerns they have on any area of the coaching process.

Feedback about the coaching service provided by Alpamayo Coaching is welcomed and will be sought minimally at the end of the coaching contract. This information will be used to guide continuous improvement in the delivery of coaching services by Alpamayo Coaching. You can find more information about coaching approach at [www.alpamayocoaching.com](http://www.alpamayocoaching.com).

## **Coaching Procedure**

The number of coaching sessions will be agreed at the start of coaching between Alpamayo Coaching and the client, and confirmed by Alpamayo Coaching by email or written correspondence. Where no specific number is agreed sessions will be provided on a session by session basis. Due to the nature of coaching, the initial term usually recommended is four sessions.

Full payment is normally due before or at the first session. Additional sessions can be booked thereafter. Reasonable expenses, as agreed with the client, will be claimed at the end of the coaching contract.

The length of each session is usually between 60 and 90 minutes but can be agreed between Alpamayo Coaching and the client at the commencement of the session.

Coaching will take place between the client and their coach face-to-face (venue by mutual agreement), via Skype (client calls coach), or by telephone (client calls coach). Face-to-face coaching will take place at a mutually agreed venue wherein the client is liable for any costs incurred by Alpamayo Coaching in the use of that venue. Unless otherwise agreed, the client is responsible for telephoning Alpamayo Coaching at agreed times.

Alpamayo Coaching may assign the client tasks or exercises to complete between coaching sessions. There is no obligation on the client to complete these tasks, but not doing so may slow the client's progress in gaining improved quality of life or achieving desired business or personal outcomes. Where possible, clients are requested to submit any information requested by Alpamayo Coaching relating to assignments at least 24 hours before the coaching session when they are to be discussed. Alpamayo Coaching will provide feedback on completed assignments during coaching sessions.

The client may contact Alpamayo Coaching by phone or email between sessions to share a success or seek clarification on a coaching issue. Support between sessions is seen by Alpamayo Coaching as a necessary part of the coaching process. Alpamayo Coaching 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.

## **Cancellation & Rearranging Sessions**

If the 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 Alpamayo Coaching may need to rearrange a coaching session; in these circumstances Alpamayo Coaching will use reasonable endeavours to provide a mutually satisfactory alternative appointment to the client.

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, unless otherwise stated in the agreement.

The client may terminate their coaching contract at any time in writing. Any monies owed at the time of cancellation will become due immediately. Refunds on payments made against future sessions will normally be returned by Alpamayo Coaching.

In exceptional circumstances, such as illness or unavailability due to bereavement, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, Alpamayo Coaching 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 Alpamayo Coaching where practicable, and will be refunded any advance payments made for coaching sessions not yet provided.

There may be occasions when Alpamayo Coaching may recommend to the client that they seek an alternative service more suited to their current needs. In this event Alpamayo Coaching will fully discuss the reasons for the recommendation with the client. It is the client's sole responsibility to decide whether to follow the recommendation and Alpamayo Coaching does not accept any liability for the outcome of any decisions the client chooses to make.