



Policies and Client Service Agreement

Client's Name:

Date:

Address Line 1:

Address Line 2:

City:

State:

Zip:

Contact Information

Email:

Home Phone:

Work Phone:

Mobile Phone:

Preferred Method of Contact:

This agreement sets forth the expectations and standards coaching relationship. Policies and expectations are outlined as the following:

1. Relationship between coach and client:

As the Client's Life Coach, at Between Friends LLC, the coaches will partner with the client to identify challenges that hinder the ability to excel and achieve an overall "better" you. The coaches will assist the client with creating a plan and developing Smart Goals that will aid in the client's desired success. The coaches operate from a coaching model, but it is the responsibility of the client to follow through with implementing the plan set forth between coach and client.

2. Term of Service:

Achieving desired results takes time for the coaching to be most effective and to allow time for changes and or results. A three-month commitment is recommended. Either party may terminate the coaching relationship at any time after agreeing to have a final session before concluding the relationship and financially settling any outstanding fees. Coach agrees to refund unused prepayments.

3. Scheduled Sessions:

Regular coaching sessions will be delivered by meeting at a predetermined, specified time and place agreed upon by the coach and client. Coaching sessions are billed based on package selection. Fees are pre-paid monthly.

Package Selection: _____

4. Cancellation of Appointments:

The client is responsible for any regular session fees if the client cancels with less than 24-hour notice. Cancellations can be made by email or telephone. Same day cancellations may incur a \$50 cancellation fee.

5. Additional calls:

Scheduled calls are based on package selection. Unscheduled calls or sessions will be billed at the introductory rate after a grace period of 15 minutes. These amounts can be deducted from prepaid monies.

6. Confidentiality

The Client's identity, relationship, and content of the sessions are strictly confidential except in a situation where such confidentiality would violate the law or cause harm. If you are a minor (under age 18), Between Friends LLC may be compelled to release certain types of information to your parent(s) or guardians.

7. Payment Method:

Between Friends accepts credit cards, cash, and checks as methods of payment. Returned checks are subject to a \$25 fee.

8. Liability

Client agrees and understands that Between Friends LLC and all its employees are not medical or psychological professionals. They are not a substitute for psychotherapy or medical practice. If a situation arises where medical or psychological intervention is needed, Between Friends LLC is ethically and legally bound to refer the client to a mental health or medical professional, as they are not mandated reporters except where applicable by law.

I have read this agreement and agreed to abide by its terms and conditions,
and acknowledge receipt of my own copy of this agreement.

Signed by

Date:

Parent:

Date: