

Coaching Agreement

Welcome to Keri Caffrey, Inc., a professional Coaching practice. This document and attachments constitute a contract (the "Agreement") between us. You should read it carefully and raise any questions and concerns that you have before you sign it. You may sign the fillable PDF electronically, or print, sign and scan. Please email it to me at kci@kbird.com.

SERVICES

The services provided by Keri Caffrey, Inc. include coaching on topics decided jointly with you, the Client. Coaching is a partnership (defined as an alliance, not a legal business partnership) between the Coach and the Client in a thought-provoking and creative process that inspires the client to maximize personal potential. It is designed to facilitate the creation/development of personal life, health and wellness goals and to develop and carry out a strategy/plan for achieving those goals. Coaching utilizes strategic planning, values clarification, strength-finding, brainstorming, motivational interviewing, and other coaching techniques.

PAYMENT PROCEDURE

The payment for the package is made online via Acuity upon purchase of a package or booking of an individual session.

FEEDBACK

If, at any time, you feel that your needs are not being met, or you are not getting what you want out of the coaching please tell me, so we can discuss your needs and adjust your coaching program as needed. We will continue to work on the goals that you define unless you want to stop, which we will do whenever you ask. If you choose to terminate our agreement before your package sessions have been used, you will be refunded the unused amount.

SCHEDULING

Coaching is scheduled at the mutual convenience of the Coach and the Client. You may chose your session times based on availability in Acuity. Additional times may be available by request. Acuity will provide you with a private link for the session types in your package.

CANCELLATIONS

I request that you give 24 hours prior notice if you need to cancel or change the time of an appointment. I will make reasonable efforts to reschedule sessions that are canceled in a timely manner. I reserve the right to charge a session fee for no-shows. I reserve the right to cancel our agreement if you no-show or cancel sessions frequently.

TERMINATION

Either party may end the coaching relationship by providing the other party with a one-week written notice, which may be transmitted by email.

CONFIDENTIALITY

I protect the confidentiality of the communications with my clients, as described by the International Coach Federation code of ethics. I will only release information about our work to others with your written permission, or if I am required to do so by a court order or similar state mandate.

It is impossible to fully protect the confidentiality of information which is transmitted electronically. This is particularly true of email and information stored on computers connected to the Internet and if you use a cordless or cell phone.

As a final note, I cannot fully protect confidentiality in cases of team or group coaching, in which members of the group may choose to reveal information without my knowledge or approval.

SESSION RECORDINGS

It is my practice to record sessions for note-taking, to better serve the Client. I also use them to assess and improve my own skills. These recordings are available to the Client, as well, to capture insights from our sessions. Please see the recording waiver on page 3 of this document.

NATURE OF THE RELATIONSHIP

The Client is solely responsible for creating and implementing his/her own physical, mental and emotional well-being, decisions, choices, actions, and results arising out of or resulting from the coaching relationship and his/her coaching calls and interactions with the Coach. As such, the Client agrees that the Coach is not and will not be liable or responsible for any actions or inaction or for any direct or indirect result of any services provided by the Coach. The Client has been made aware that the coaching relationship is in no way to be construed as psychotherapy, psychological counseling, or any type of therapy. In the event the client feels the need for professional counseling or therapy, it is the responsibility of the Client to seek a licensed professional. The Client also understands coaching does not prevent, cure, or treat any mental disorder or medical disease.

MUTUAL NONDISCLOSURE

The Coach and Client mutually recognize that they may discuss future plans, business affairs, customer lists, financial information, job information, goals, personal information, and other private information. The Coach will not voluntarily communicate the Client's information to a third party. In order to honor and protect the Coach's intellectual property, the Client likewise agrees not to disclose or communicate information about the Coach's practice, materials, or methods to any third parties.

DISPUTE RESOLUTION

Any controversy or claim arising out of or relating to this agreement, or the breach of this agreement, shall be settled by arbitration, which will occur via telephone by an arbitrator that we mutually agree upon. The costs of the arbitration shall be borne by the losing party.

Client

Name

email address

Signature

Date

Coach

Signature

Date



Session Recording Waiver

This waiver gives permission to record our sessions for the purpose of note-taking, skill development, and Client insight.

"I grant permission to Keri Caffrey to video record my coaching sessions in order to support me and provide me with insights from our sessions. Keri will store these video recordings privately and securely, on an external drive, and only Keri will have access to them.

I may revoke my permission to record a particular session, or all sessions, at any time.

Should Keri wish to share a recording with a Mentor Coach, she will ask for my written consent pertaining to the restricted release of a particular session recording first. I understand that session recordings will be made accessible to me. I understand that Keri will delete these recordings promptly and securely at the end of our coaching relationship."

Client

Name

email address

Signature

Date