

# Client Guidelines & Agreement

Thank you for choosing me as your Coach! You've taken a bold step in choosing to create positive change in your life, and it is my great honor and privilege to assist you by providing educational and inspirational guidance, support, and encouragement.

This Client Guidelines & Agreement sets forth the terms of our coaching relationship and defines what we can expect from one another during our time together.

**THE COACHING RELATIONSHIP:** Coaching is an alliance between the Coach and the Client in a thought-provoking and creative process that helps the client maximize personal and spiritual growth. It is designed to facilitate a deeper level of self-awareness, self-love, and self-compassion in the client and to allow the client the opportunity to develop life strategies and transformational tools that can be used for years to come.

The following agreements pertain to the coaching relationship between Client and Coach:

Coach agrees to provide coaching services and written materials to the client in an ethical manner and respect the confidentiality of personal information provided to her by Client.

Coach further agrees to do everything reasonably possible to provide a compassionate, supportive space for the Client during sessions and in all coaching interactions.

Client agrees to do everything reasonably possible to actively participate in the coaching experience and to communicate with Coach in an open and honest manner that facilitates progress within the coaching relationship.

## **Client understands and further agrees to the following:**

A. Client agrees to take full responsibility for herself/himself during the coaching relationship and to use her/his own best judgment about whether to apply, and how to apply, any information and recommendations provided to her/him by Coach. Client understands and agrees that she/he 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.**

B. **Client understands coaching is not therapy and does not substitute for therapy if needed, and does not prevent, cure, or treat any mental disorder or medical disease.** Client also understands that Sloan Rawlins is not a licensed therapist, psychiatrist, medical practitioner, or healthcare provider. Any recommendations, including recommendations for nutritional supplements made by Sloan Rawlins to Client are suggestions only and are always intended to support overall health, well-being, and spiritual growth; and all such recommendations are never intended to treat any medical condition or disease. Client agrees that he/she is responsible for



further educating herself/himself and/or consulting with her/his medical provider prior to incorporating any nutritional, herbal, or other supplement into her/his self-care routine.

By beginning the coaching relationship with Coach, Client acknowledges that coaching does not involve the diagnosis or treatment of mental disorders as defined by the American Psychiatric Association and that coaching is not to be used as a substitute for counseling, psychotherapy, psychoanalysis, mental health care, substance abuse treatment, or other professional advice by legal, medical or other qualified professionals and that it is the Client's exclusive responsibility to seek such independent professional guidance as needed. If Client is currently under the care of a mental health professional, it is recommended that the Client promptly inform the mental health care provider of the nature and extent of the coaching relationship agreed upon by the Client and the Coach.

**COACHING PACKAGES:** Coaching packages are offered at a reduced rate and are non-refundable. Unlike an individual session, coaching packages include both interim support via email and laser calls, as well as written handouts and worksheets provided to the client at no additional cost. Coaching packages include a set number of one-on-one personal coaching sessions via video calling. Each video call is scheduled in advance by Coach and Client. Payment for one-on-one personal coaching sessions is due within 48 hours prior to the coaching call.

A. **Rescheduling and Cancellations:** Client and Coach agree to make reasonable efforts to stay on schedule and to begin one-on-one personal coaching video calls on time. In the event that a scheduling conflict arises, both Coach and Client agree to make reasonable efforts to reschedule the coaching call for an alternate day and time during the same week. If Client and Coach are unable to reach an agreement on rescheduling, the appointment will either be added on to the end of the Coaching Package term or counted as a Missed Appointment, at Coach's discretion. Coach promises to always be as cooperative and reasonable as possible in all situations involving rescheduling. Client promises to always respect Coach's need to maintain a well-defined coaching relationship and business structure during the term of the coaching relationship.

B. **Missed Appointments:** If Client fails to contact Coach at least 24 hours prior to the scheduled appointment to initiate rescheduling, the previously scheduled appointment may be counted as a Missed Appointment. Missed Appointments are counted as used sessions for purposes of the coaching package.

