

Terms and Conditions

General

The life coach from Link Coaching and the client are treated as equal during the coaching process.

A life coach is not a therapist, counsellor or health professional. Coaching is not a substitute for therapy or health services or treatments offered by health professionals.

Responsibilities of the Client

The client must provide the session agendas for the coaching process (coaching sessions) if requested by the life coach and must also be fully present, honest and be open themselves during the coaching sessions.

The client takes ownership of their own physical/ mental/ emotional well-being, decisions, choices, actions and results during the coaching sessions.

The client accepts that coaching is not to be used as a substitute for professional advice offered by legal, medical or other qualified professionals and will seek independent professional guidance for such matters.

The client understands that coaching does not involve the diagnosis or treatment of mental disorders.

The client understands that coaching is not a substitute for counselling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment. If the client is currently in therapy or under the care of a mental health or health professional, the client must consult with the mental health or health professional first regarding their decision to work with a life coach and advise the life coach on the diagnosis, treatment and health professional details.

Confidentiality

This coaching relationship, as well as all information that the client shares with the life coach and vice versa are confidential.

Bookings

The date, time, meeting method and location of the coaching sessions will be mutually agreed between the life coach and the client. The life coach will make the final decisions if a mutual agreement cannot be reached.

Feedback is necessary for both the life coach and the client. It is important for the client to be open with their thoughts, feelings, emotions, communications and preferences before, during and after the coaching sessions.

Session Cancellations

It is the client's responsibility to notify the life coach at least 24 hours in advance of the scheduled session to reschedule or cancel it.

The life coach reserves the right to bill the client for a scheduled session where the client was late or for non-attendance. The life coach reserves the rights to reschedule a missed session due to illness or unforeseen circumstances.

Refunds

Session fees are usually not refundable, but the client may be able to reschedule their session within 12 months after the date the payment was made.

Refunds must be requested in writing prior to the beginning of the coaching process. There is a \$50 administrative fee for processing refunds.

Any unused sessions expires 12 months after the date the payment was made.

Last updated on 05/08/2016.