

## Terms and Conditions of Business

Reviewed and effective from: 01 July 2022

### Definitions

"You" / "Your" "The Client" / "Coachee" = the person who attends Coaching Plan

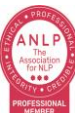
"I" / "Coach" = Sue Orwin (Trading as Sue Pennycook)

"We" = both parties named above

"Coaching Plan" = The Coaching Plan purchased

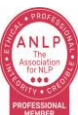
"Coaching Session" = 60mins of private coaching

1. Coaching Plans are payable in full prior to starting, unless an alternative payment plan is agreed, in which case payments are due at agreed intervals, always in advance. All purchases are non-transferable and final at the point of purchase, and no refunds will be given.
2. We will meet for the number of hours, and within the duration identified in the purchased Coaching Plan.
3. You agree to book all coaching sessions within the Coaching Plan via the Calendly link provided, and you are fully responsible for ensuring that you attend as booked.
4. Coaching will take place either in person at The Cube, 10 North Grove Drive, Oakwood, Leeds, LS8 2NJ, or by Zoom. In the event that internet connection were unstable, coaching can continue by telephone at 07872 489058.
5. You agree to turn up on time for each session. All sessions will cease if you are more than 20minutes late for the scheduled start time and the session will be forfeit and non-refundable.
6. We will jointly develop the coaching plan based on your outcomes for coaching.
7. I am responsible for supporting you as per the purchased Coaching Plan, and for maintaining appropriate insurances to do so.
8. I am responsible for maintaining relevant professional memberships and I abide by the Association of Neurolinguistic Programming (ANLP) Code of Ethics, and Code of Conduct. I am also regularly supervised, as well as maintaining regular CPD.
9. I will make every effort to ensure a good fit between your aims for the coaching, and the coaching experience provided. This is undertaken through initial assessment including; the initial free Discovery Call, Representation Test and Client Profile form.
10. I agree to focus my time and energy upon you and your situation with a level of attention and commitment which you have rarely experienced elsewhere. I will listen to you with a genuine curiosity to understand who you are and how you experience your world.
11. I will provide you with feedback, with the kind of objective assessment that creates clarity.
12. I will encourage you to rise to challenges, overcome obstacles and move to action.
13. I will maintain the Coach / Client confidentiality at all times.
14. We both agree to spend an appropriate amount of time in preparation for our meetings.
15. You understand that the results of any coaching will depend upon your ability to take action, and to follow the coaching plan to the best of your ability. You agree to take full responsibility for the results achieved. This is because the responsibility for making the processes work is your alone, no one else can do them for you. While I will give fully prepared support, challenge, and guidance, it is the client who chooses to take action and maintains ownership of the results of that action.
16. You will share all issues on which you may require assistance with me. Issues not shared may not be resolved and may impede the successful achievement of your goals and objectives.
17. You acknowledge you are psychologically sound and know of no reason (medical, psychological or otherwise) why you should not undertake coaching and are not taking any prescribed medication that could adversely impact on the coaching. The Client also agrees that they will inform the Coach if they are seeing a counsellor or therapist during the coaching relationship.



**ASIST**

18. I may set you tasks to be completed in between coaching sessions. You agree to complete the tasks to the best of your ability and understand that if tasks are not completed properly, the outcome of the coaching cannot be predicted.
19. You agree to attend all scheduled sessions and honour all mutual agreements made within the coaching process. You also agree to contribute to conversations in an open and honest manner.
20. You are satisfied that I have the necessary qualifications experience and abilities to deliver the services stated within the Coaching Plan and understand that I am not providing medical advice and that coaching should in no way be replace sound treatment from a GP. I will only provide those services in which I have been trained and if I find that I cannot help you, I will refer you to a specialist who can assist you.
21. In the event that Sue Orwin Coaching is obliged to cancel or reschedule any coaching, the Customer will be notified forthwith. Sue Orwin Coaching will in addition apply the monies to a re-scheduled or alternative coaching session. Sue Orwin Coaching accepts no liability for travel, subsistence, accommodation or incidental costs incurred by the Customer in the event that any coaching is cancelled or rescheduled.
22. In exceptional circumstances if I am delayed and more than 20minutes late or have to cancel a booked session, I will email the Client at the earliest opportunity and an alternative date will be offered. The Coach accepts that in this instance, an alternative date may mean that the service duration specified in the access plan is exceeded.
23. You agree that either party may end the coaching relationship at any time. We agree to fully disclose and discuss the reasons for dissolving the relationship prior to closure.
24. I agree to keep all information I receive from you confidential and do not disclose it to any third party. All client information is kept strictly confidential and is for my internal use only. The only exceptions are if you disclose anything that leads me to believe you may be a danger to yourself or others, or in the event a crime is disclosed in which case I will refer to appropriate agencies. As a professional Coach I also undertake regular supervision, including case supervision. In this case, details of coaching may be discussed anonymously, for the purpose of checking and challenging my professional approaches.
25. All written, presented and other material included as part of the coaching experience are the sole property of Sue Orwin Coaching and are protected by intellectual property rights and may not be used without obtaining prior written permission.
26. Under no circumstances will audio/video recording of the coaching experience take place unless expressly and mutually agreed for specific circumstances.
27. In the event of any complaint or grievance, to address complaints in writing by email to: [sue@sueorwin.com](mailto:sue@sueorwin.com) All complaints will be dealt with respectfully and informally in the first instance.
28. These Terms and Conditions of Business should be read in conjunction with the following policies available at [www.sueorwin.com](http://www.sueorwin.com) - Safeguarding Policy - Privacy Policy
29. The Client's statutory rights under the Consumer Protection Act 1987 are not altered



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