

# THE BEAUTIFUL MIND COACH

THIS DOCUMENT OUTLINES THE TERMS OF BUSINESS FOR 1:1 SESSIONS

## Terms and Conditions

### YOUR AGREEMENT

The coaching agreement outlines the responsibility for you (the client) and your commitment is confirmed by signature. This needs to be returned before any appointment can commence. Agreements for support are created in blocks of sessions. These are provided at a discounted rate per hr. Standard session rate =£65 per hour. Plans are non refundable if you (the client) decide that the support is no longer required or not facilitated in the way you (the client) expects .

### PAYMENTS

Payments are to be made in advance of all appointments. Payment plans are an option, please discuss this with your coach. If payment is not received, any pre booked appointments will be void. First appointments are only booked once your (The client) payment is made.

**Name:** Hannah Murray - Beautiful Mind Coaching

**Sort Code:** 04-29-09

**Account Number:** 91437784

### APPOINTMENTS

Coaching plans & appointments are non-refundable.

Appointments are facilitated as the following;

- Tuesdays 2-6pm: Virtually via zoom **ONLY**
- Wednesdays 11-1pm & 4-7pm: In person & virtual
- Thursday (*once per month*) 2-6pm

Please arrive at all appointments on time. Any delays will result in shorter session times.

24hrs notice is required if an appointment needs to be cancelled or reschedule. If less than 24hr notice is given, appointments will be void. Any appointments that are not attended without prior notice will be void (*DNA*)

Your coach will make 3 contact attempts only to rebook any appointments. If there is no response from you. (the client) the agreed coaching plan will be cancelled & your (the client) file closed. You (the client) will be notified of this via email.

Your coach may need to rescheduled appointments at short notice due to personal emergencies, NHS commitments or other mitigating reasons. All appointments will be rebooked at the earliest convenience.



# Terms and Conditions continued...

## **COMMUNICATIONS & SOCIAL MEDIA CONTACT**

Open communication is offered once you are a client of The Beautiful Mind coach. Due to part time working hours, any correspondence between client & coach will be responded to within 24-48hrs. Please respect that this is not a 24/7 service.

## **PLANNED LEAVE**

The coach will have holidays and time off planned per year. Please be aware that in these circumstances there could be larger gaps between appointments. The coach will not be contactable via any platform during these times. Your coach will make you aware of any leave dates in advance.

## **TESTIMONIES & FEEDBACK**

Your coach will ask for client feedback post completion of your agreement. These testimonies will be used for their portfolio, marketing purposes or shared confidentially on social media. If you do not wish to consent to this, please notify your coach on request.

## **CONFIDENTIALITY**

GDPR rules & regulations requires for client details and personal information to be kept safe and confidential at all times. The content discussed in appointments is recorded for future reference but will not be shared with any other person. In return, please respect all personal information shared with you by your coach. This is shared in the strictest confidence with clients.

## **BUSINESS LOCATION**

Beautiful Minds Support CIC is located at;

**SPARK - Community Space, Unit 12  
Fawcett way, Portsmouth.**

Wifi, disabled access & parking is available on site for all clients.



*Best Wishes, Hannah*