

THE BEAUTIFUL MIND COACH

COACHING • COMMUNITY • YOUNG PEOPLE • THE PODCAST

In addition to your contract with The Beautiful Mind Coach, this document outlines the specifics of the terms & conditions of our agreement.

Terms and Conditions

YOUR AGREEMENT

All signed agreements outlines the responsibility of our professional relationship between you (the client) and The Beautiful Mind Coach (The Professional) Your commitment is confirmed by your signature and should be returned before any appointments can commence. Agreements for support are created in a blocks of sessions. Blocked sessions are provided at a discounted rate per hr. (Set rate =£65 per hour) Coaching plans are non refundable if you (the client) decide that the support is no longer required or is not facilitated in the way you (the client) expects .

PAYMENTS

As per our agreement, payments are to be made in advance of all appointments. Payment plans for sessions is an option, please discuss this directly with The professional. If a payment plan is agreed but payment is not received, any pre booked appointments will be cancelled. First contacts are booked once you (The client) has made a confirmed payment. Bank details are supplied below;

Name: Hannah Elizabeth Murray - The Beautiful Mind Coach

Sort Code: 04-00-75

Account Number: 37622811

APPOINTMENTS & WORKSHOPS

Sessions, blocked plans & any workshops are non-refundable.

Appointments are available on the following days and times;

- Tuesdays 2-6pm: Virtually **ONLY**
- Wednesdays 11-1pm & 4-7pm: In person & virtual

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

48hrs notice is required if an appointment needs to be cancelled or reschedule. If less than 48hrsnotice is given, that booked appointments will be void. Any appointments that are not attended without prior notice willalso be void (*DNA*)

The professional will make 3 contact attempts to rebook any appointments. If there is no response or communication from you (the client) then your agreed session plan will be cancelled & your file closed. You (the client) will be notified of this via email.

Your professional may need to rescheduled an appointments at short notice due to personal emergencies, NHS commitments or other mitigating reasons. You (The client) will be contacted by phone or email. All appointments will be rebooked intot he next available slot.



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 with clients will be responded to within 48hrs. Please respect that this is not a 24/7 support service.

PLANNED LEAVE

Your professional will have planned holidays and rest days booked in per year. These will be communicated in advance. Please be aware that in these circumstances there could be larger gaps between appointments. The professional will not be contactable via any platform during these times. If you have any holidays planned, please communicate these when booking session in.

TESTIMONIES & FEEDBACK

Your professional will ask for feedback from you (The Client) post completion of your agreement. These testimonies will be used for the purpose of advertising and outcomes gathering and will be shared confidentially on social media. If you do not wish to consent to this, please notify your professional at the point of request.

CONFIDENTIALITY

GDPR rules & regulations requires for your personal information (The Client) 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 the professional. This is shared in the strictest confidence with all clients.

BUSINESS LOCATION

Beautiful Minds Support CIC is located at;
**SPARK Community Space,
Unit 12, Fawcett way, Portsmouth. PO4 8SL**

The Community Centre has WIFI, disabled access & refreshments at 'pay what you can afford'

Our location is next to Tesco Fratton and the Ibis Hotel, opposite KFC in the Pompey Centre.

There is FREE parking for 3hrs in Tesco Fratton.



Best Wishes, Hannah