

Confidentiality

I deal with all matters relating to yourself and your affairs in the strictest confidence unless you ask me to talk with another party on your behalf or to set up a useful introduction for you, or there is evidence of abuse, neglect or threat of harm to yourself or to someone else.

Standards I am an accredited EIA senior practitioner level coach and work within the Global EMCC ethical standards framework.

Coaching services are not provided as psychological counselling or therapy. The Client understands and agrees that services shall not be construed as such and understands and accepts that all responsibility for any decisions pursuant to the coaching are the Client's sole responsibility.

Payment Terms Payment terms are 15 days from date of invoice unless otherwise stated.

Please advise if you wish to quote a Purchase Order number for this work, and to what address the invoice should be sent.

Cancellation and Postponement

Once dates are agreed and confirmed, I will be making commitments of time and resources on your behalf. If you need to postpone the event or session, I will do my best to be flexible and helpful with alternative dates. However, please be aware that a cancellation or postponement by you may cause alternative business loss; therefore I work with the following cancellation and postponement terms:

- Cancellation or postponement within 24 hours of the scheduled start of the session - 100% of the total amount quoted for that session
- Cancellation or postponement between 24 hours and 7 calendar days before the start of the session 50% of the total amount quoted for that session
- Cancellation or postponement 7 or more calendar days before the start of the event - no fee.