



Coaching Offer

Date: _____

Name: _____

Email: _____

Dear _____,

Thank you for your interest in Personal Change Coaching. Following our initial free consultation on _____, I'm pleased to offer you ____ sessions at one hour per session at a package rate of \$_____. These sessions can be completed over the next _____ months, being completed by _____.

Please read the following information regarding the [Terms of Services](#) and your rights and role as a client. If you have any questions, please ask me before you sign this letter.

If you agree with the information provided, please either click on the ACCEPTED button below, or provide a signed copy of the Agreement before your next appointment. Please retain a copy of this Contract for your own records.

Copies of this Agreement, any files or recordings are available here:

I look forward to working with you!

Teresa Martin, BA
Certified Solution Focused Coach
Prosci® Change Management Practitioner



Coaching Agreement

Coach: Teresa Martin	Client: _____
Phone: 1-778-358-9153	Phone: _____
E-mail: teresa@personalchange.ca	E-mail: _____

I, **CLIENT NAME**, hereby contract Teresa Martin of Personal Change Coaching, for personal life coaching services.

- I understand that all coaching sessions will be conducted by Teresa Martin.
- I understand that Teresa Martin does not substitute for counseling, psychotherapy or any mental health or medical services.
- I understand that Teresa Martin is not to be used in lieu of professional advice, whether medical, legal, financial or any other area of concern.
- I understand and agree that I am fully responsible for my well-being during my coaching session, including my choices and decisions.
- I understand that coaching is a comprehensive process that may encompass all areas of my life as an interconnected system and acknowledge that how I choose to implement my action steps is exclusively my responsibility.

Credentiailling Release

As part of credentialing, Teresa Martin must log her coaching hours for submission to the International Coach Federation (ICF). By signing below, you authorize your name, phone number, and e-mail to be released to the ICF as a means to confirm that you were coached by Teresa Martin.

By signing here, I acknowledge that I have read and agree to the Terms of Services provided to me as Appendix A which govern the coaching relationship.

Coachee Signature

Date:



Terms of Service

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1. Description of Coaching

Coaching is an alliance between the Coach and the Coachee in a thought-provoking and creative process that inspires the Coachee to maximize personal and professional potential. It is designed to facilitate the creation/development of personal, professional or business goals and to develop and carry out a strategy/plan for achieving those goals.

2. Coachee Responsibilities

The Coachee is responsible for booking appointments, being on time and making payment before services are provided or as invoiced.

The Coachee understands that in order to enhance the coaching relationship, the Coachee agrees to communicate honestly, be open to feedback and assistance and to create the time and energy to participate fully in the program.

The Coachee acknowledges that coaching is a comprehensive process that may involve different areas of his or her life, including work, finances, health,



relationships, education and recreation. The Coachee agrees that deciding how to handle these issues, incorporate coaching principles into those areas and implementing choices is exclusively their own responsibility.

Furthermore, the Coachee agrees that they are solely responsible for creating and implementing their own physical, mental and emotional well-being, decisions, choices, actions and results arising out of or resulting from the coaching interactions.

The Coachee understands coaching is not therapy and does not substitute for therapy if needed. Coaching does not diagnose, prevent, cure or treat any mental disorder or medical disease.

3. Coach Responsibilities

As a member of the International Coaching Federation (ICF), Teresa Martin of Personal Change Coaching (PCC) adheres to the ICF [code of ethics](#) and [core values](#). Coachees are encouraged to review the provided links to the ICF website for more information or to discuss with the Coach.

You may use the ICF's coach verification tool to confirm that Teresa Martin is a member in good standing: <https://coachingfederation.org/find-a-coach/verify-a-coach>

The Coach will provide a video conference link, attend the appointment at the agreed upon date and time and respond to email or telephone enquiries within 24 hours on weekdays.

The Coach will show up prepared, engaged and will partner with the Coachee to create a respectful, supportive and compassionate environment that is conducive to the coaching relationship. Services will be provided regardless of gender, ethnicity, age, religion, sexual orientation or other socio-economic factors.

4. Process

Coachees are asked to book appointments using the online booking tool on the website: <https://personalchange.ca> . If you are not able to use the online booking tool, please email teresa@personalchange.ca or phone/text 1-778-358-9153.



Fees are payable when appointments are made on the website, or 24 hours before the appointment time if an invoice is requested. Current fees are available on the website: <https://personalchange.ca/fees/>

The services provided are generally conducted by Zoom, telephone or another digital service that is agreed upon by Coach and Coachee. In-person sessions may be available for those in the Metro-Vancouver, BC, Canada area.

Should you miss an appointment without providing the requested 24 hours notice, you will be required to pay the [no-show fee](#) before your next appointment can take place. This fee may be waived by Personal Change Coaching at our discretion.

5. Changes and Cancelled Appointments

Coachees are asked to provide 24 hours notice of changes or cancellations. You may change or cancel your appointment using the online booking tool: <https://personalchange.ca/members/> If you prefer, you may email teresa@personalchange.ca or phone/text 1-778-358-9153

Should a Coachee not show up for an appointment, there may be a fee, as itemized in the Fees section. If there are more than two no-shows, this agreement may be cancelled.

Likewise, because Coaching is a partnership, Teresa Martin will provide 24 hours notice of any changes to appointment times.

*Please note that since email cannot be guaranteed to be confidential, please limit the use of email to scheduling issues. I will return your message during weekdays within 24 hours whenever possible.

6. Refunds

Should a Coachee cancel their appointment before the required 24 hours, a full refund will be provided to the Coachee. If the appointment is cancelled within the 24 hour time frame, Personal Change Coaching may offer a credit towards the next appointment.

If the Coachee has purchased a package and cancels the contract without having completed the series, a refund of the remaining sessions will be provided minus a \$30CDN administration fee.



7. Referrals to Health Services

Coaching does not replace medical care or mental health care such as that provided by psychiatrists, psychologists, therapists, or social workers.

Personal Change Coaching will refer clients to seek appropriate resources if a client needs support from particular health practitioners. Personal Change Coaching does not provide diagnostic services of any kind.

Persons with un-diagnosed or un-treated mental illnesses, including chemical dependency, are asked to seek out health care from an appropriate practitioner before beginning coaching. While coaching in combination with an active recovery plan can be effective, Personal Change Coaching does not offer addiction recovery Coaching services.

Coaching is a partnership that requires both the Coach and Coachee to show up with full presence, a commitment to work together and respect for each other. Should it become evident that the Coachee is under the influence of a mind-altering substance, such as narcotics or alcohol, the session will be ended. The Coachee will be asked to reschedule at a different time.

8. Privacy and Confidentiality

You have the right to professional behaviour, privacy and confidentiality. You also have the right to see any files or information pertaining to our work together.

From time to time, we may choose to use audio or video recordings to support the work. Both parties must agree to a recording being made. Personal Change Coaching keeps files for not more than three (3) years. All files are kept on a double-secured cloud storage service in Canada that uses end to end encryption. Coachees will be given access to these files.

All information that you share with Personal Change Coaching is confidential, with a few exceptions. I will not divulge any information without your verbal and written permission except for the following circumstances:

- If I believe you are a danger to yourself or others.
- If the information you share with me indicates that a vulnerable child, adult, or an animal is or may be in danger.
- When the law requires it, if I am subpoenaed by a court of law to release any records regarding your sessions.



- In the event that I am required to protect myself during a formal process such as a litigation.

Should one of the above exceptions occur, I will only release the minimum information that is required under the circumstances.

9. Credentialing Release

As part of credentialing, Teresa Martin must log coaching hours for submission to the International Coach Federation (ICF). By signing below, you authorize your name, phone number, and e-mail to be released to the ICF as a means to confirm that you were coached by Teresa Martin.

10. Contract Termination

The Coachee may terminate or discontinue the coaching relationship at any time through means of an email to teresa@personalchange.ca. To avoid any no-show fees, the Coachee is encouraged to provide at least 24 hours notice to cancel any previously booked appointments.

Personal Change Coaching may end the coaching relationship if payment for services is not made, after two or more no-shows, or if the Coachee attends two or more sessions under the influence of mind-altering substances. Additionally, should the Coachee demonstrate ongoing indifference towards implementing the action items that they have chosen, the Coach may end the Agreement if a discussion does not resolve the issue.

11. Liability Waiver

Personal Change Coaching makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the coaching services negotiated, agreed upon and rendered. In no event shall the Coach be liable to the Coachee for any indirect, consequential or special damages.

Notwithstanding any damages that the Coachee may incur, the Coach's entire liability under this Agreement, and the Coachee's exclusive remedy, shall be limited to the amount actually paid by the Coachee to the Coach under this Agreement for all coaching services rendered through and including the termination date.



12. Applicable Law and Severability

This Agreement shall be governed and construed in accordance with the laws of the Province of British Columbia, in the Dominion of Canada.

If any provision of this Agreement is found to be invalid or unenforceable for any reason, the remaining provisions will continue to be valid and enforceable.

These Terms of Service may be updated from time to time. Coachees will be informed of any changes in advance of new terms coming into force.