

## Guide and Terms for the Triple-A Well-being Accelerator (Premium)

I take my responsibility as a coach seriously and it is important before you take part in a session that we have a clear understanding of where the boundaries of that responsibility lie.

Description of Coaching:

*Coaching is a partnership (defined as an alliance, not a legal business partnership) between the Coach and the Client in a thought-provoking and creative process that inspires the client 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.*

Although life coaching does not require any formal qualifications to practice, I am a Certified Professional Coaching Qualification accredited by the International Coaching Federation "ICF" as I believe credentialing is important as well as adherence to applicable codes of ethical conduct.

I shall use all reasonable care and skill, please be assured your well-being is at the heart of everything I do.

What to expect and your responsibility (Coach-Client Relationship):

I agree to maintain the ethics and standards of behaviour established by the International Coach Federation "ICF" ([Coachfederation.org/ethics](http://Coachfederation.org/ethics)). It is recommended that you view the ICF Code of Ethics and the applicable standards of behaviour.

You will provide me with such information and assistance (and ensure that any information is complete and accurate) as I reasonably need for our session(s). You agree and understand that in order to enhance the coaching relationship, you must communicate honestly, be open to feedback and assistance and to create the time and energy to participate fully in the program. This may include and or require the disclosure of sensitive information if necessary for your coaching.

You acknowledge that deciding how to handle any issues which may arise, the choices you make in relation to them and whether or not you follow through on any agreed action is exclusively your responsibility. For this reason, although I fully expect great results to come from our session(s), I cannot guarantee any specific outcomes or that all clients will achieve the same results. The results are entirely dependent on your commitment and the effort you put into the sessions and any actions we agree. I also am unable to accept any liability for any indirect, consequential or special damages as you are free to choose whether to undertake any of the actions we agree upon in our sessions.

Coaching is not a substitute for counselling, mental health care or medical treatment of any kind and is not intended to take the place of seeing licensed health professionals. By proceeding with our sessions, you confirm that you will not use our session in place of any form of counselling, therapy or medical treatment.

If you are currently receiving treatment from a doctor or other healthcare professional, by proceeding with our session(s) you confirm that you have consulted with this person regarding the advisability of attending our session(s) and that this person is aware of and supports your decision to proceed with the coaching.

Should you undertake any actions physical or otherwise as a result of the coaching you represent and warrant that you are able to safely participate in said activities, do so of your own accord and have no medical conditions that would make your participation in said activity more hazardous. You acknowledge that you have had any necessary physical examination and have been given a GP/physician's permission to participate, or that you have decided to participate in these Activities without the approval of any medical professional.

Any website, social media and or other content provided are done for information and education only, and do not provide any financial, legal, medical or psychological services or advice. You are responsible for your own physical, mental and emotional well-being, decisions, choices, actions and results and I cannot accept any liability for your reliance on any opinions or advice contained in any website, social media or content.

You are encouraged if you have thoughts about harming others or yourself to seek immediate assistance from relevant professionals and or call the emergency services.

Ordering services from me

Below, I set out how a legally binding contract between you and me is made:

You sign up for this service by clicking on the relevant payment link and by making a payment.

When you sign up for the service, I shall acknowledge it by email.

This forms a binding agreement between us on the terms below.

Confidentiality

This coaching relationship, as well as all information (documented or verbal) that you share with me as part of this relationship, is bound by the principles of confidentiality set forth in the ICF Code of Ethics. However, please be aware that the Coach-Client relationship is not considered a legally confidential relationship (like the medical and legal professions) and thus communications are not subject to the protection of any legally recognized privilege. This said, all information shared by you on a one-to-one basis in our session(s) will be kept strictly confidential, except when releasing such information is required by law and/or where I consider it necessary to do so because of concerns of risk to yourself or others, or to assist the prevention or detection of a crime. You also acknowledge your continuing obligation to raise any confidentiality questions or concerns with me in a timely manner.

General Data Protection

During the course of our sessions, I will need to gather your personal and sometimes sensitive data in order to provide you with my coaching services. By booking a session with me you are deemed to have given explicit consent to me processing your personal and sensitive data in order to provide the best service to you. I shall be recording our sessions in note form and I will record videos of our coaching sessions for training, certification/accreditation, insurance, and administration purposes, and by booking a session, you consent to the recording and sharing of our sessions for these purposes.

Follow this link to my [Privacy Policy](#) to find full details of how we process your personal data.

## Service

The parties (you and I) agree to engage in are as follows:

- A 60 Minute Coaching Session to discuss and coach around your current situation/problem.
- You will receive, a detailed analysis of the assessment and our session plus recommended action steps within 7 days of the coaching session.
- Weekly accountability emails with me for 4 weeks (on receipt of the report)
- Access to the Triple-A Support Group for 4 weeks (on receipt of the report).

## Procedure

On purchase, you will receive a link to my calendar for you to book your coaching session.

The time of the coaching meeting and/or location will be determined by Coach and Client based on a mutually agreed upon time subject to the below.

Once the coaching session is completed you will receive a detailed report with action steps within 7 days.

On receipt of the report, you will be invited to the support group and the 4 weeks of accountability will begin.

## Rescheduling

You can rearrange the date and/or time of the session *once*, provided you give me at least 24 hours' notice by email and subject to availability. Failure to provide the above notice or to attend the appointment will render you liable for the full payment without right for a further booking unless I do so at my sole discretion.

I will endeavour not to cancel or reschedule your coaching calls where possible but if the need arises I will seek to give you as much notice as possible via email or messenger.

## Cancellation

You can cancel the session without charge and a full refund will be provided as long as you have not attended the coaching session. Please email [admin@triple-a-way.com](mailto:admin@triple-a-way.com) and this can be arranged.

## Intellectual property

If I provide you with any materials, whether digital or printed, any intellectual property in those materials belongs to me and unless we agree otherwise you can only use those materials for your own personal use and you may not share them with third parties.

The resources are provided for your information and personal use only and (unless I explicitly state or agree otherwise in writing) may not be downloaded, copied, reproduced, distributed, transmitted, broadcast, displayed, sold, licensed, or otherwise exploited for any other purpose whatsoever.

I look forward to working with you!