

# CONTRACT FOR COACHING SERVICES

Concluded between Eva Dalak, Punta Uva, Costa Rica (The Coach) and \_\_\_\_\_  
(The Client) on \_\_\_\_\_.

## General

This Contract is for the Radical Transformation Coaching Program. Program duration is nine sessions. Timewise it is more or less three months. Program fee is 1.350 EUR and it needs to be paid in advance in full.

Dates and times of sessions are defined before the start of the Program, taking into account the time zone difference and the schedules of both the Client and the Coach. Sessions take place once a week, unless there is a specific request or emergency.

Sessions are booked on Zoom. The Client will receive an invite from the Coach before each call. Each session is between 60 and 90 minutes long, which allows opening them and closing with ease and grace and without time pressure.

Any change in the date or time needs to be communicated at least 24 hours in advance. Any session not cancelled 24 hours in advance, will be considered as taken.

## Services

Coaching is a complex process that has both potential benefits and risks. Although no guarantees can be made, the coaching can lead to a reduction in feelings of distress, a better understanding of one self, improved relationships with others, and resolution of specific concerns that initially led the Client to seek counseling. Working towards these benefits can, at times, result in experiencing uncomfortable feelings like sadness, anxiety, frustration, etc. The coaching may result in changes that were not originally intended and may indirectly affect Client's family members and other individuals and relationships. The coaching process can be slow and deliberate and requires an active effort on the Client's part - both during and between sessions.

It is important that the Coach and the Client work cooperatively in establishing goals, evaluating progress and working through problems. The Client is encouraged to ask questions and address any concerns she may have.

The coaching services are provided only to persons aged 18 and over, who would like to receive coaching and who understand and acknowledge what is involved in these services and are willing to co-operate and follow the Terms and Conditions.

The Coach may decline the provision of services or suggest alternative support if she feels that she cannot support the Client, either due to the nature of her problem, lack of available time or scheduling problems.

### **E-mail communication**

The Client is encouraged to add contact email addresses of the Coach (admin@evadalak.me and eva@evadalak.me) to her email contacts and also check spam/junk folders for correspondence.

### **Hours of service**

Regular hours of service for online sessions are from 09:00 a.m. to 18:00 p.m. UTC -6h. The Coach will inform the Client at least 24 hours in advance in case any adjustments are needed due to travelling.

### **Conduct**

While coaching sessions provide the space for clients to work through difficult feelings and emotions, threatening or abusive behavior shall not be tolerated. Such behavior may result in the session ending and the Client being liable for the full program cost. Future sessions may not be permitted.

### **Cancellation Policy**

It is very important and a matter of mutual respect that the Client keeps her appointments. If for any reason an appointment needs to be canceled/rescheduled, the Client will provide the Coach with at least 24-hour notice. Any cancellation with less than 24-hours' notice will be chargeable for the full session fee. Being unavailable for any session without prior disclosure will also incur the full fee for the session that has been booked.

The Client is kindly requested to be available for the scheduled sessions at least 5 - 10 minutes before the agreed time. Sessions start right on time. The Client shall advise the Coach by email, Skype or WhatsApp if any tardiness might occur before the scheduled session time. If the Client failed to contact the Coach prior to the scheduled session and is late or unresponsive at the exact agreed session time, the session will be considered

canceled. The Coach will send an e-mail cancellation notifying the Client that the full fee for the missed session will be charged.

## **Agreement**

- ▶ The Client agrees that she is at least 18 years old.
- ▶ The Client agrees that she is not experiencing a suicidal crisis and is not at risk of harming herself or anyone else.
- ▶ The Client confirms that she understands that online coaching is not suitable for the mental health crisis.
- ▶ The Client agrees that the Coach cannot be held responsible for providing services in the event of a crisis or emergency situation. While the Coach will do her best to assist as appropriate if a crisis or emergency develops during the coaching program, the Client is responsible for contacting the appropriate emergency services.
- ▶ The Client agrees that online coaching may not be as effective for all individuals. Thus the Coach reserves the right to choose whether or not to work with the Client. The Coach will work with the Client only if she feels that the Client is a suitable client. If during the Program the Coach discovers that the Client may not benefit from her online services, I will discuss this with you and suggest that you seek alternative mental health professionals in your local area.
- ▶ The Client agrees and understands that the effectiveness of online coaching depends on the investment of time and energy she is willing to make. Generally speaking, the more it is invested in it, the more can be gotten out of it.
- ▶ The Client understands and agrees that the therapeutic relationship depends largely on the input in solving your problems.
- ▶ The Client agrees and understands that coaching can be challenging, as uncomfortable emotions and thoughts can arise as part of the treatment process.
- ▶ The Client understands that online coaching cannot guarantee a positive coaching outcome, even though both the Coach and the Client are hopeful that their work together will be beneficial.
- ▶ The Client agrees and understands that once purchased, all session fees are non-refundable, including when sessions have been missed, or the Client has been late for or had expired sessions.
- ▶ The Client agrees that she is seeking the Coach's services for personal coaching and is not using any of Coach's services or material to undertake research for either private use, use for study/projects/assignments of any kind private or public, or in an educational or training capacity, or for publication, or to plagiarise any of Coach's material.

- ▶ The Client agrees that her participation in the coaching service will not be shared for any reason or in any form, be it recordings, transcripts, copying or reporting of or on the experience, impressions thereof, surveillance and any other use of the sessions, verbal or otherwise, without Client's prior agreement. The Client agrees not to record or tape sessions.
- ▶ The Client agrees that in case of involuntary disconnection during a session, she will email the Coach as soon as possible and also check her inbox for correspondence from the Coach.
- ▶ The Client agrees that if she did not hear from the Coach at the agreed session time, she will email/text the Coach within 5 minutes of the agreed session time.
- ▶ The Client understands that the Coach cannot be held in any way liable for technological glitches that can take place with instant chat or VoIP sessions, nor the reception issues with mobile phones. The Client understands that the Coach cannot be held liable for emails that she has sent and that due to recipients' technological errors or device issues have not been received. The Client understands that the Coach is not responsible for issues with e-mail services and/or clients, and other email account delays, errors or downtime which cause problems with sending/receiving emails. However, any glitch or mishap on Coach's part will not be at the Client's loss, who will receive all of the session time which they have paid for.
- ▶ The Coach provides a duty of confidentiality to the Client. The Coach reserves the right to resist legal requests to produce records in court in order to protect her duty of confidentiality to all clients and to preserve her reputation as a provider of confidential coaching. The Coach is unable to provide records or information for legal proceedings when asked by Clients, their solicitors, the police and the courts unless a Subpoena ordered by a relevant court is ordered. The basic information that is held temporarily, is not suitable as evidence in legal proceedings.
- ▶ The Client permanently agrees to release and indemnify the Coach and her employees from all suits, lawsuits, claims and actions originating from coaching provided through online service.

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Eva Dalak

The Coach

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The Client