

# 1-ON-1 COACHING with EVA DALAK

## Terms and Conditions

### General

Dates and times of sessions are defined before the start of our work together, taking into account the time zone difference and our respective schedules.

Sessions take place once a week, unless there is a specific request or emergency.

Sessions are booked on Zoom. You will receive an invite from me 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.

### My services

I provide coaching service to persons aged 18 and over, who would like to receive coaching and who understand and acknowledge what is involved in this service and are willing to co-operate and follow the Terms and Conditions.

I may decline the provision of my services or suggest alternative support if I feel that I cannot support a client, either due to the nature of her/his problem, lack of available time or scheduling problems. The well-being of my clients is of paramount importance to me and they deserve to receive support that is best suited to fit their needs.

### E-mail communication

Please, add my contact email addresses ([admin@evadalak.me](mailto:admin@evadalak.me) and [eva@evadalak.me](mailto:eva@evadalak.me)) to your email contacts and also check your spam/junk folders for correspondence.

## Hours of service

My hours of service for online sessions are from 09:00 a.m. to 18:00 p.m. UTC -6h, unless I am traveling. I will inform you at least 24 hours in advance in case any adjustments are needed for when I am traveling.

## Conduct

While coaching sessions provide the space for clients to work through difficult feelings and emotions, I will not accept threatening or abusive behavior. 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

I consider it very important and a matter of mutual respect that you keep our appointments. If for any reason you need to cancel/reschedule an appointment you will need to provide me with at least 24-hour notice. Any cancellations with less than 24-hours' notice are chargeable for the full session fee. Being unavailable for any session without informing me will also incur the full fee for the session you have booked.

I kindly request that you are available for your session at least 5 - 10 minutes before the agreed time. Sessions start right on time. If you will be late in any way contact me or my assistant by email, Skype or WhatsApp before your session time. If you have not contacted us prior to your session and are late or unresponsive at the exact agreed session time, I will consider your session canceled, after which you will receive an e-mail cancellation notifying you that you have incurred the full fee for the session.

## Agreement

You agree that you are at least 18 years old.

You agree that you are not experiencing a suicidal crisis and are not at risk of harming yourself or anyone else.

You understand that online coaching is not suitable for the mental health crisis.

You agree that I cannot be held responsible for providing services in the event of a crisis or emergency situation. While I will do my best to assist as appropriate if a crisis or

emergency develops during our work together, you may need to contact the appropriate emergency services.

You agree that online coaching may not be as effective for all individuals. Thus I, Eva Dalak, reserve the right to choose whether or not to work with you. I will work with you only if I feel that you are a suitable client. If during our work together, I discover that you may not benefit from my online services, I will discuss this with you and suggest that you seek alternative mental health professionals in your local area.

You agree and understand that the effectiveness of online coaching depends on the investment of time and energy you are willing to make. Generally speaking, the more you invest in it, the more you will get out of it.

You understand and agree that the therapeutic relationship depends largely on your input in solving your problems.

You agree and understand that coaching can be challenging, as uncomfortable emotions and thoughts can arise as part of the treatment process.

You understand that online coaching cannot guarantee a positive coaching outcome, even though I am hopeful that our work together will be of help to you.

You agree and understand that once purchased, all session fees are non-refundable, including when you have missed, been late for or have expired sessions.

You agree that you are seeking my services for personal coaching and that you are not using any of my 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 my material.

You agree that your 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, your impressions thereof, surveillance and any other use of the sessions, verbal or otherwise, without your prior agreement. You agree to not record or tape sessions.

You agree that if you are disconnected during a session that you will email me as soon as possible and also check your inbox for correspondence from me.

You agree that if you do not hear from me at the agreed session time you will email/text me within 5 minutes of the agreed session time.

You understand that I do not hold any liability for technological glitches that can take place with instant chat or VoIP sessions, neither reception issues with mobile phones. You understand that I do not hold any liability for emails that I have sent and that due to recipients' technological errors or device issues have not been received. You understand that I am not responsible for issues with e-mail services and/or clients, and other email account delays, errors or downtime which cause problems with you

sending/receiving emails. However, any glitch or mishap on my part will not be at the client's loss - clients will receive all of the session time which they have paid for.

I provide a duty of confidentiality to my clients. I reserve the right to resist legal requests to produce records in court. I do this in order to protect my duty of confidentiality to all clients and to preserve my reputation as a provider of confidential coaching. I am 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.

You permanently agree to release and indemnify me and my employees from all suits, lawsuits, claims and actions originating from coaching provided through online service.