

### Terms and Conditions Agreement (Page 1 / 2)

This is an agreement between Leah Black the “Mentor” and the “Client” who is the person receiving mentoring, coaching, Nature connection exercises, consultancy, workshops, talks or training off Leah Black and whom is agreeing to and signing this agreement. **Please note:** Ecoinnersense mentoring utilises several approaches such as mentoring on inner senses and eco-consciousness, natural mindfulness and meditation, learning facilitation, Nature coaching, spiritual life coaching, eco-therapeutic exercises and deep varied Nature connection exercises. 'Eco-mentoring' or 'Mentoring' are the terms chosen by Leah Black to best represent the varied work of Ecoinnersense. Therefore, it is important to recognise the scope of approaches the term 'mentoring' covers in this agreement. If this agreement can't be printed, and signed, by the Client, the Client can confirm they've read and agreed to this agreement, via email, by attaching the unfilled document to an email to [leah@ecoinnersense.com](mailto:leah@ecoinnersense.com), stating: **“I agree to all Terms and Conditions laid out in the attached agreement”**, as well as copying and completing the relevant information at the end of this agreement, highlighted in yellow.

- By signing this agreement, the Client consents to being 18 years old or above.
- As a member of EMCC, Leah Black follows the EMCC Global Code of Ethics: <https://www.globalcodeofethics.org/download-the-code/> that the Client is encouraged to read for information on mentoring and coaching ethics. If ever required, the EMCC Complaints Procedure can be found here: <https://www.emccglobal.org/leadership-development/complaints/>
- As mentoring and coaching differ, Leah Black will clearly define between them when mentoring or coaching the Client. This will be agreed with the Client verbally during a session.
- The Client is not permitted to record sessions.
- The Mentor does not, normally, take detailed session notes. It's important for the Client to keep their own notes if they wish to.
- The three-month one-to-one package must be completed within 16 weeks' duration from the Client's first session.
- A minimum of six (6) Clients are required to run a group mentoring, group coaching, group retreat or training programme.
- Full payment for all Ecoinnersense services must be made upfront and are absolutely **NON-REFUNDABLE**. Fees and payment procedures will be clearly stated in the Client's quote and invoice. You're encouraged to meet the Mentor for a free consultation to ensure Ecoinnersense services are the right match for you before paying.
- For training, consultancy, talks and workshops, a quote can be requested after an initial consultation is carried out.
- The Mentor holds absolutely NO responsibility for the career, relationships, life, decisions or actions or the physical or psychological health of the Client.
- The Mentor is not liable for ANY losses by the Client; including but not limited to loss of profit, loss of finances, loss of business, loss of property or assets or breakdown of relationships.
- The Client holds the Mentor completely harmless from the consequences of any actions carried out because of anything said between the Mentor and the Client. Anything the Mentor says should not be taken as ultimate advice. It is the client's responsibility to make decisions and take actions for themselves and thus Leah Black the “Mentor” is NOT liable for any decisions nor actions of the Client.
- The Mentor is completely harmless and NOT liable for any medical, physical, mental or psychological conditions being triggered or made worse as a result of Ecoinnersense services.
- If the Client has a mental health illness they should first consult a medical professional or therapist.
- Mentoring or coaching is NOT a replacement for therapy, counselling or psychological help.
- The Client can cooperate with another helping professional such as a psychotherapist at any time.
- Therapeutic practitioners involved in the Client's care must be informed by the Client of the Client's intention to work with the Mentor.
- The Client represents and warrants that they are psychologically well enough to be mentored and will NOT hold the Mentor liable for any pre-existing medical or psychological health problems and the Client hereby receives the mentoring at their own risk.
- Sometimes mentoring isn't the right support for a Client. If the Mentor feels, at any point, that a different type of support is necessary, the Mentor may end the sessions with the Client and suggest that they are referred to another a service like counselling for example. In this instance a refund for unused sessions will be given.

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- The Mentor is not liable for any accidents or injuries inflicted on the Client during online sessions, 'homework' exercises, suggested outdoor activities or in-person eco-Mentoring exercises or activities. The mentoring is carried out solely at the Client's own risk. If the Client does not feel safe undertaking an eco-mentoring exercise, or outdoor activity, they must use their own judgement to go ahead with it or not.
- The Client should NOT contact the Mentor about personal issues in-between sessions.
- The Mentor adheres to GDPR regulations and confidentiality laws, as laid out in the Mentor's 'Privacy Policy', and holds the Client's information in the strictest of confidence, unless release is required by law for significant reasons such as child protection and safeguarding, a Duty to Warn if a Client is a serious threat to themselves or others or reporting of illegal activity. The Mentor shares basic information, as required by law, e.g. for accounting reasons.
- The Mentor may share your full name and email address for reporting mentoring and coaching hours for accreditation, or renewal of accreditation, with professional Mentoring bodies. The professional bodies the Mentor may share your name and email address with are The European Mentoring and Mentoring Council (EMCC): <https://www.emccglobal.org> and ICF <https://coachfederation.org>. These professional coaching and mentoring bodies may carry out an audit and contact you to confirm that you have been a client of Leah Black. By signing this agreement, you consent for this information to be shared with EMCC and ICF, for the purposes aforementioned.
- By signing this agreement, you confirm that you've read, and understood, the Mentor's 'Privacy Policy' that is freely available for download, situated in the footer, on the Mentor's website: <https://ecoinnersense.com>. The 'Privacy Policy' outlines how your personal data will be stored, processed, shared, retained and used.
- The Mentor's Clients, and visitors to Leah Black's website, do not have permission to copy, share, duplicate or disseminate the Mentor's resources, activities, worksheets, wording in any documents or website, mentoring and training content.
- The Client agrees not to use or share the Mentor's intellectual property or materials with others.
- In circumstances beyond control e.g. sickness, the Client and the Mentor may cancel a session by providing a minimum of 3-hours' notice of cancellation in writing, by email, before the session is due to start. If 3-hours' notice is not given, the Client will be charged for their missed session. If the Mentor cancels without 3-hours' notice the Client will receive a free session.
- The Client and the Mentor agree to be on time for each of the sessions and not under the influence of mind-altering substances such as drugs, strong medication or alcohol.
- These terms and conditions may change and get updated from time to time. If the Client renews sessions, they will be informed of any changes and requested to sign an updated agreement.
- Signing this form does NOT guarantee an offer of EcoInnersense services with Leah Black. To secure sessions the Client must make a payment as per the conditions laid out in the Mentor's invoice.

**By signing this form both parties agree to ALL Terms & Conditions**

**laid out in this Agreement:**

**Name of Mentor:** \_\_\_\_\_

**Mentor's Signature:**

**Name of Client:** \_\_\_\_\_

**Client's Signature:**

**Date of agreeing to and signing the "Terms & Conditions Agreement":**

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