

Terms and Conditions – Coaching Agreement (Page 1 / 2)

This is an agreement between Leah Black the “Coach” and the “Client” who is the person receiving 1-2-1 Spiritual Coaching and/or Ecotherapy by Leah Black “Coach” and whom is agreeing to and signing this agreement. **Please note:** Ecoinner sense utilises an intuitive, other-centred, coaching and mentoring approach and will provide Nature connection, Ecotherapeutic, spiritual and natural mindfulness exercises for you to complete during sessions or in your own time. The Coach takes absolutely no responsibility for your health and safety, accidents or injuries, when completing any outdoor or indoor exercises or activities, or when travelling for them.

- 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 Coaching and coaching and mentoring ethics. If ever required, the EMCC Complaints Procedure can be found here: <https://www.emccglobal.org/leadership-development/complaints/>
- As Coaching and mentoring differ, Leah Black will clearly define between them when mentoring is requested or deemed more appropriate. This will be agreed with the Client verbally during a session.
- The Client is not permitted to record sessions.
- The Coach does not, normally, take detailed session notes. It's important for the Client to keep their own notes if they wish to.
- The four-month package of 8-hours of 1-2-1 sessions must be completed within 8 months' duration from the Client's first payment instalment. If the Client does not complete the 8-hours within 8 months, the Client will not receive a refund or further sessions after this date. This date will be made clear on the Client's invoice.
- Full payment of each instalment/package must be made upfront and is absolutely **NON-REFUNDABLE**. Fees and payment procedures will be clearly stated in the Client's quote and invoice. The Client must meet the Coach for a free consultation to ensure Ecoinner sense services are the right match for you before paying.
- For privately tailored training, consultancy, talks, retreats and workshops, a quote can be requested after an initial consultation is carried out.
- The Coach holds absolutely NO responsibility for the career, relationships, life, decisions or actions of the Client, nor the physical or psychological health of the Client.
- The Coach 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 Coach completely harmless from the consequences of any actions carried out because of anything said between the Coach and the Client. Anything the Coach 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 “Coach” is NOT liable for any decisions nor actions of the Client.
- The Coach is completely harmless and NOT liable for any medical, physical, mental or psychological conditions being triggered or made worse as a result of Ecoinner sense services.
- If the Client has a mental health illness they should first consult a medical professional or therapist.
- Ecoinner sense is NOT therapy and the Coach is NOT a therapist. The Coach is an accredited coach & mentor.
- Ecoinner sense 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 Coach.
- The Client represents and warrants that they are psychologically well enough to be Coached and will NOT hold the Coach liable for any pre-existing medical or psychological health problems and the Client hereby receives the Coaching at their own risk.
- Sometimes Coaching isn't the right support for a Client. If the Coach feels, at any point, that a different type of support is necessary, the Coach 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.
- The Coach is not liable for any accidents or injuries inflicted on the Client during online sessions, 'homework' exercises, any outdoor Nature connection, ecotherapeutic, spiritualaity or natural mindfulness activities during or after sessions, other suggested outdoor or indoor activities, nor during in-person or online retreats or workshops; including travel made for these activities.
- The Coach is not liable for any online viruses or damages caused to a Client's electronic devices when accessing recommended websites, apps, links, videos, downloads etc.

Terms and Conditions (Page 2 / 2)

- Ecoinner sense services are carried out solely at the Client's own risk. If the Client does not feel safe undertaking an Ecoinner sense exercise, or outdoor activity, they must use their own judgement to go ahead with it or not.
- The Client should NOT contact the Coach about personal issues, or emergencies, in-between sessions. The Coach is only contactable regarding sessions Monday-Thursday 9am-7pm UTC.
- The Coach adheres to GDPR regulations and confidentiality laws, as laid out in the Coach'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 Coach shares basic information, as required by law, e.g. for accounting reasons.
- The Coach may share your full name and email address for reporting coaching hours for accreditation, or renewal of accreditation, with professional Coaching bodies. The professional bodies the Coach may share your name and email address with are The European Coaching and Coaching Council (EMCC): <https://www.emccglobal.org> and ICF <https://coachfederation.org>. These professional coaching 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 Coach's 'Privacy Policy' that is freely available for download, situated in the footer, on the Coach's website: <https://ecoinnersense.com>. The 'Privacy Policy' outlines how your personal data will be stored, processed, shared, retained and used.
- The Coach's Clients, and visitors to Leah Black's website, do not have permission to copy, share, duplicate or disseminate the Coach's resources, activities, worksheets, wording in any documents or website, Coaching and training content.
- The Client agrees not to copy, use or share the Coach's intellectual property or materials with others.
- In circumstances beyond control e.g. sickness, the Client and the Coach may cancel a session by providing a minimum of 24-hours' notice of cancellation in writing, by email or WhatsApp, before the session is due to start. If 24-hours' notice is not given, the Client will be charged for their missed session. If the Coach cancels without 24-hours' notice the Client will receive an additional free session on top of the missed session.
- The Client and the Coach 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 Ecoinner sense services with Leah Black. To secure sessions the Client must make a payment as per the conditions laid out in the Coach's invoice.

By signing this form both parties agree to ALL Terms & Conditions laid out in this Agreement:

Name of Coach: Leah Black

Coach's Signature:

IF YOU CANNOT PRINT, SIGN AND SCAN THIS DOCUMENT PLEASE COPY CONTENT INTO AN EMAIL AND ANSWER THE BELOW

Name of Client: _____

Client's Signature:

Client's Home Address: _____

Client's Date of Birth: _____

Client's Telephone Number: _____

Client's Emergency Contact: _____

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