

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

This is an agreement between Leah Black the “Mentor/Coach” and the “Client” who is the person receiving 1-2-1 sessions by Leah Black “Mentor/Coach” and whom is agreeing to these terms and conditions.

- 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 Mentor/Coach does not, normally, take detailed session notes. It's important for the Client to keep their own notes if they wish to.
- Full payment of each session/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 Mentor/Coach for a free consultation to ensure EcoinnerSense services are the right match for you before paying.
- The Mentor/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 Mentor/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 Mentor/Coach completely harmless from the consequences of any actions carried out because of anything said between the Mentor/Coach and the Client. Anything the Mentor/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 “Mentor/Coach” is not liable for any decisions nor actions of the Client.
- The Mentor/Coach 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.
- EcoinnerSense is not therapy and the Mentor/Coach is not a therapist. The Mentor/Coach is an accredited Coach & Mentor at Senior Practitioner level with EMCC who holds an ICF accredited ACTP qualification.
- EcoinnerSense 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/Coach.
- The Client represents and warrants that they are psychologically well enough to receive EcoinnerSense sessions and will not hold the Mentor/Coach liable for any pre-existing medical or psychological health problems and the Client hereby receives the sessions at their own risk.
- Sometimes EcoinnerSense isn't the right support for a Client. If the Mentor/Coach feels, at any point, that a different type of support is necessary, the Mentor/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 Mentor/Coach is not liable for any accidents or injuries inflicted on the Client during online sessions, 'homework' exercises or any suggested outdoor or indoor activities, nor during in-person or online retreats or workshops; including travel made for these activities.
- The Mentor/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.
- EcoinnerSense services are carried out solely at the Client's own risk. If the Client does not feel safe undertaking an EcoinnerSense exercise, or outdoor activity, they must use their own judgement to go ahead with it or not.
- The Mentor/Coach's approach to tarot and oracle cards invites the Client to read and reflect on the cards together with the Mentor/Coach. This is not fortune telling and the Mentor/Coach does not predict the

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This 'Terms & Conditions Agreement' was revised on: 09/04/2025

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future. The Mentor/Coach must legally inform you that any engagement with Tarot or Oracle cards is for entertainment purposes only.

- The Client should not contact the Mentor/Coach about personal issues, or emergencies, in-between sessions.
- The Mentor/Coach reserves the right to end sessions with the Client if they feel that the sessions are, for whatever reason, unhelpful for the Client.
- The Mentor/Coach also reserves the right to cancel sessions if the Client is deemed to be abusive towards the Mentor/Coach in any way or an incorrect match.
- The Mentor/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 Mentor/Coach shares basic information, as required by law, e.g. for accounting reasons.
- The Mentor/Coach may share your full name and email address for reporting coaching and mentoring hours for accreditation, or renewal of accreditation, with The European Coaching and Coaching Council (EMCC): <https://www.emccglobal.org>. EMCC may carry out an audit and contact you to confirm that you have been a client of Leah Black. By agreeing to these terms and conditions, you consent for this information to be shared with EMCC for the purposes aforementioned.
- By agreeing to this document, you confirm that you've read, and understood, the Mentor/Coach's '**Privacy Policy**' that is freely available for download, situated in the footer, on the Mentor/Coach's website linked [HERE](#). The 'Privacy Policy' outlines how your personal data will be stored, processed, shared, retained and used.
- The Mentor/Coach's Clients, and visitors to Leah Black's website, do not have permission to copy, share, duplicate or disseminate the Mentor/Coach's resources, activities, worksheets, wording in any documents or website, coaching, mentoring and training content.
- The Client agrees not to copy, use or share the Mentor/Coach's intellectual property or materials with others.
- In circumstances beyond control e.g. sickness, the Client and the Mentor/Coach may cancel a session by providing a minimum of 3-hours' notice of cancellation 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/Coach cancels without 3-hours' notice the Client will receive an additional free session on top of the missed session.
- The Client and the Mentor/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 for renewed agreement.
- Agreeing to 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/Coach's invoice.

As this form is a required read for booking your EcoinnerSense sessions, your first payment to Leah Black the "Mentor/Coach" is proof that both parties agree to ALL Terms & Conditions laid out in this Agreement.

YOU WILL BE ASKED TO CONFIRM THAT YOU'VE READ AND AGREE TO THIS DOCUMENT IN YOUR INTITIAL CALENDLY BOOKING AND/OR AN EMAIL FROM LEAH@ECOINNERSENSE.COM. THE FOLLOWING INFORMATION WILL BE REQUESTED BY EMAIL AND SECURELY KEPT IN ACCORDANCE TO GDPR.

Client's: Name, Home Address, Telephone Number, Email Address