

## TERMS AND CONDITIONS FOR COACHING SERVICES

Thank you for selecting Creative Leadership to provide your coaching. To create a productive and mutually respectful coaching relationship, these terms and conditions outline important commitments and responsibilities for both parties. By booking your first session, you confirm your understanding and acceptance of these terms, forming a legally binding agreement. These terms ensure clarity regarding payments, cancellations, rescheduling, and confidentiality, allowing us to focus entirely on achieving your goals during our time together.

### 1. Agreement to Terms

- These terms and conditions apply to all coaching sessions and services provided. By booking your first session, you confirm that you have read, understood, and agree to these terms.

### 2. Payment Terms

- Full payment is required before your first session, unless we agree on a payment plan.
- Payment plans must be followed as outlined in the proposal.
- Late payments may result in sessions being paused until payment is received.

### 3. Rescheduling and Cancellations

- You can reschedule a session if you give at least 24 hours' notice.
- Cancellations or rescheduling requests made with less than 24 hours' notice will be charged at the full session rate.
- If you do not attend a scheduled session without notice, it will be treated as a cancellation.
- The coach reserves the right to reschedule sessions with reasonable notice.

### 4. Session Validity

- Coaching packages must be used within the agreed time frame (e.g., six months from purchase).
- Extensions may be granted for exceptional reasons, such as illness, at the coach's discretion.

### 5. Confidentiality

- Everything shared in coaching sessions is confidential and will not be shared without your consent, except if required by law or if there is a risk of harm to yourself or others.
- Your personal information will be stored securely and used only for coaching purposes.

### 6. Client Responsibilities

- Coaching is a partnership. Your results depend on your active participation and effort.
- Coaching does not replace professional advice, such as medical, legal, or financial advice.

### 7. Coach Responsibilities

- The coach will provide professional and ethical services to support your development.
- The coach may end the agreement if they feel coaching is not suitable for you or if these terms are violated.

### 8. Liability

- The coach is not responsible for any decisions, actions, or outcomes resulting from the coaching process.
- The coach's total liability is limited to the fees you have paid for coaching services.

### 9. Termination of Agreement

- Either party may end this agreement with written notice.
- Refunds for unused sessions will be considered at the coach's discretion and may be subject to an administration fee.

### 10. Force Majeure

- If sessions are disrupted due to events beyond our control (e.g., natural disasters, illness, or technical issues), we will reschedule as soon as possible.

### 11. Amendments

- These terms may be updated from time to time. You will be notified of changes by email or at your next session.

### 12. Governing Law

- These terms are governed by the laws of New Zealand. Any disputes will first be handled through mediation. If unresolved, they will be dealt with by New Zealand courts.

### 13. Intellectual Property

- Any materials shared during coaching remain the property of the coach and must not be copied, shared, or used without permission.