

A person is seen hiking on a narrow, rocky trail that winds up a steep, grassy mountain slope. The hiker is wearing a red jacket and dark pants. The background shows more mountain peaks under a cloudy sky. The overall scene is misty and atmospheric.

Coaching Agreement

This Coaching Agreement (“Agreement”) outlines the terms under which coaching services are provided by the Coach to support the Client in gaining clarity, building momentum, and taking intentional action toward personal and/or professional goals.

“The Coach” refers to Shalane Hopkins.

1. Nature of Coaching

Coaching is a collaborative process focused on clarity, self-leadership, and forward movement. It is not therapy, counselling, medical advice, or financial/legal guidance.

The Client is responsible for their own decisions, actions, and outcomes.

2. Services Provided

The Coach provides one-on-one coaching sessions as agreed at the time of booking. This may include structured coaching sessions, reflection, and optional follow-up support as outlined in the Client’s chosen coaching package.

3. Client Commitment

The Client agrees to actively participate in the coaching process and take responsibility for implementing agreed actions between sessions.

Coaching outcomes are influenced by the Client’s willingness to engage honestly, take action, and reflect on their progress.

4. Confidentiality

All information shared during coaching sessions will be treated as confidential, except where disclosure is required by law or where the Client provides explicit consent.

5. Scheduling and Rescheduling

Sessions are scheduled in advance via the booking system.

At least 24 hours' notice is required to reschedule or cancel a session. Sessions cancelled with less than 24 hours' notice may be forfeited.

6. Fees, Payment and Refunds

All coaching fees are payable in full at the time of booking unless otherwise agreed in writing.

For multi-session coaching packages, the following applies:

- Completed sessions are non-refundable.
- If the Client chooses to withdraw from a package, any unused sessions may be eligible for a partial refund at the Coach's discretion.
- Refund eligibility decreases once coaching has commenced, as time, planning, and availability have been allocated to the Client.

As a general guide:

- If fewer than half of the included sessions have been used, a partial refund for remaining unused sessions may be considered.
- Once half or more of the sessions have been delivered, refunds will not typically be provided.

All refund requests will be assessed on a case-by-case basis, taking into account sessions delivered, time reserved, and coaching work already undertaken.

7. Termination

Either party may end the coaching relationship with written notice.

If coaching is terminated early, the Client will be responsible for any completed sessions. Any unused prepaid sessions will be refunded where applicable.

8. No Guarantees

Coaching is a supportive process designed to facilitate clarity and action. No guarantees are made regarding specific outcomes, as results depend on many factors including the Client's engagement and follow-through.

9. Agreement

By completing booking and payment, the Client acknowledges that they have read, understood, and agree to the terms outlined in this Coaching Agreement.