

Life Coach London – Terms and Conditions

This is an agreement between Neil Lawrence the “Coach” and the “Client” who is the person receiving coaching, consultancy, workshops, or training off Neil Lawrence and whom is agreeing to and signing. Please note: A contract will be sent before the start of a coaching engagement. The client can either sign or confirm they’ve read and agreed via email stating: “I agree to all Terms and Conditions laid out in the attached contract”.

- By signing this agreement, the Client consents to being 18 years old or above or parent or guardian to someone under that age.
- As a member of EMCC, Neil Lawrence follows the EMCC Code of Ethics and attaches a copy of the competencies to each contract. Life Coach London encourage the reporting of any breach of this code to the EMCC.
- It’s important for the Client to keep their own notes
- Fees and payment procedures will be clearly stated in the Client’s quote and invoice. You’re required to meet the coach for a free consultation to ensure Life Coach services are the right match for you before paying.
- For training, consultancy, talks and workshops, a quote can be requested after an initial consultation.
- The coach holds NO responsibility for the career, relationships, life, decisions, or actions or 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 needs to be aware that coaching services do NOT give advice but guide the client towards their preferred action.
- If the Client has a mental health condition, they should first consult a medical professional or therapist.
- Coaching is NOT a replacement for therapy, counselling or psychological help.
- 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 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, suggested outdoor activities or in-person or activities. The coaching is carried out solely at the Client’s own risk. If the Client does not feel safe undertaking an activity they must use their own judgement to go ahead with it or not.
- The coach adheres to GDPR regulations and confidentiality laws, as laid out in 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 coach may share your full name and email address for reporting coaching hours for accreditation, or renewal of accreditation, with professional 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> This professional coaching and mentoring body may carry out an audit and contact you to confirm that you have been a client of Neil Lawrence. 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 coaches 'Privacy Policy' on the Mentor's website: www.lifecoach-london.com The 'Privacy Policy' outlines how your personal data will be stored, processed, shared, retained and used.
- The Client agrees not to 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 3-hours' notice of cancellation by email, text or phone call 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 coach cancels without 3-hours' notice the Client will receive a free session.
- The Client and the coach agree to be on time for each of the sessions and not under the heavy 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 services with Neil Lawrence. To have sessions the Client must have an initial free session and have agreed to the contract that follows.

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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