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Coaching Cville, LLC Policy & Procedures

The following documents the policy and procedures for coaching services at Coaching Cville, LLC.

1. The Service *

Coaching Cville provides a number of effective, alternative, unique and complementary services. Your coach will be your partner in this process and does not act as a Medical Doctor, psychiatrist or psychologist, consultant or financial adviser. Nothing that happens during the process should be construed as, nor should you believe that it is, a substitute for the advice of a licensed medical or financial professional. The process includes elements of mentoring, education, coaching, and accountability.

2. What to Expect *

The process will probably be different from what you might have expected. In total, you will not spend a lot of time talking about the past. In fact, most of the process will look into all areas by facilitating dialogue and setting growth work to discover any blocks that may be affecting your progress. Because of this, the coach may cut short your answers or even talk about your circumstances in ways that you'd never previously considered. It is important to do this in order to reduce the time taken to achieve the desired outcome(s). If I ever say or do something that upsets you or doesn't feel right, please bring it up. I promise to address it immediately. If I get something wrong, I expect you to speak up, so that we can redirect the conversation toward a more productive outcome. We will work as a team. I value truth and expect you to tell me if I overstep any boundaries. I also expect you to come to our sessions ready to play and open to direct and sometimes tough questions.

3. The Process *

This begins by telling the coach about any challenges faced. You will be asked for examples of these challenges as well as questions to discover how you perceive these (your reality). They will also probe to discover the source of the challenge – the precipitating event(s). Together, we will investigate any appropriate tools, strategies, and supports that may complement the desired goal(s) identified by you, the client. In addition, I am always on the look out for extras that will help you with our progress. This may be in the form of e-mail with a special quote, a magazine that I think you will enjoy or a book that will help solve some special concerns of yours.

4. Appointment Policies *

I accept appointments in the following manner: (1) Phone, (2) Skype, (3) Zoom.us web conference, (4) In my office, (5) at a location of your choosing within a 25-mile radius of Charlottesville, VA (\$50 service charge applies to all appointments outside of the 25-mile radius). For individual coaching over the phone, you may call me at 434.878.2233 for our scheduled session times. You may also e-mail me anytime during the week and I will respond as soon as possible. The only exception to this is if I am out of town or during a

holiday, however, I typically let my clients know when I will not be available or if you must phone a different number.

5. Payment Policies *

Payment for coaching services is in advance or at the time of services. I accept Visa, MasterCard, PayPal and cash or check. For clients who pay for sessions on a monthly basis, the preferred method of payment is by credit card or PayPal (ID: info@coachingcville.com) and your sessions for the month will be billed on the 1st of the month. If you pay by check, make it payable to Coaching Cville and it must be received no later than the 5th of each month (Coaching Cville, 105 Monticello Avenue, Ste 201, Charlottesville, VA 22902). For tax purposes, you may write off coaching services as a business expense for professional services or as a job search expense depending on the scope of our coaching. Check with your tax professional. Client understands and agrees that Coach may suspend or terminate coaching services; without liability, of any client who has not paid in full before the start of each month.

6. Cancellation Policies *

If you need to reschedule your call, you must provide at least 24-hours' notice. If you must cancel a call at the last minute, we will try to make it up, but I cannot always guarantee that will be possible. If you miss your session and do not let me know in advance, you lose your appointment but are still charged the full appointment fee. In that case, we can have a cyber-coaching (e-mail) session for the week. There may be a time when I am forced to reschedule, but I will let you know at least 24 hours in advance. My life is very balanced, however, on rare occasion; I might not be able to coach you at our regularly scheduled time. I will contact you to reschedule if I know in advance or in the case of an emergency on my end, we will reschedule your appointment at no extra cost to you.

7. Confidentiality *

We maintain, store or dispose of all the information we receive from you in a manner that promotes confidentiality, security and privacy, complying with the highest ethical standards and any relevant laws and bylaws. We do not disclose it to anyone outside our collective. All information is for our internal use only. We abide by the Code of Ethics as provided by the International Coaching Federation (ICF). In return we expect all matters discussed between us to remain private and confidential throughout the process.

8. Your Choice, Your Responsibility *

During the process, you will be offered different perspectives and may then be offered choices, tools, and solutions for you to consider. You hereby agree that whatever is discussed is not binding upon you, nor is it a prescription. If you want to discuss these suggestions with someone else, you should discuss them with a professional services provider. It is your responsibility to communicate your results to the coach in a timely and consistent manner.

9. Medical History *

You are requested to, and fully responsible for, disclosing any and all information regarding any medical treatment, past or present, and to present any evidence where necessary prior to commencing the process. The coach must be completely aware of any health issues that may influence the process. There is an option to complete a medical disclosure form that would permit your care provider(s) to share information directly with your coach.

10. Coach Disclaimer of Liability *

Client hereby employs Kate Barrett as Coach for the purpose of advising and counseling Client with respect to Client's business, life, and skills, developing interpersonal relationships, and setting and achieving the Client's goals. Kate Barrett has experience in such matters and agrees to render such coaching services. Coaching services offered under the Coaching Agreement are of a specific and limited type: these services include in-person coaching at a mutually agreeable location, telephone coaching and in some cases electronic mail interactions. Action plans created in the context of the coaching are solely the client's responsibility and the coach assumes no liability for any direct or indirect outcome. Coaching is a partnership for the client's success; the client remains 100% responsible for his/her decisions, actions, outcomes and life. Client understands and Kate Barrett agrees that she is not an employment agent, a business manager, a financial analyst, a medical doctor, or a psychotherapist, and that she has not promised, shall not be obligated to, and will not: (1) procure or attempt to procure any employment, business, or sales for the Client; (2) perform any business management functions such as accounting services, tax or investment consulting, or advice with regard thereto; (3) diagnose or prescribe for any medical condition; or (4) act as a therapist, providing psychological counseling, psychoanalysis, or behavioral therapy.

11. Referrals & Testimonials *

The highest compliment my clients can give to me is a testimonial to share or the referral of their friends, family and business associates. I coach people who want to achieve balance and prosperity in their lives, people in career transitions, entrepreneurs and people who are ready to attain their highest goals. For each person you refer to me who signs up for a 3-month or longer coaching plan, you will receive a one-time thank you gift of \$25.00 off your fee. For clients willing to provide me a testimonial related to their work with Coaching Cville, I offer the courtesy of 1 free follow-up session within the first year after our last session.

I have read and understand the Coaching Cville, LLC Policy & Procedures.

Client Signature * _____ Date * _____