

Welcome

TO *Inner*RAE
COACHING

Thank you for entrusting us with this significant phase of your journey. Before we embark on our transformative work together, it's essential to outline the guidelines and expectations of our coaching relationship. Please review this agreement carefully and reach out if you have any questions.



COACHING AGREEMENT

1. COACHING RELATIONSHIP & RESPONSIBILITIES

Coaching Definition: Coaching is a collaborative partnership aimed at helping you maximize your personal and professional potential. It is distinct from therapy and does not substitute for medical, legal, or mental health services.

Coach's Commitment: The coach agrees to uphold the [International Coach Federation \(ICF\) Code of Ethics](#), ensuring professionalism and integrity throughout the coaching process.

Client's Commitment: As a client, you acknowledge that:

- Coaching requires active participation, honesty, and openness.
- You are fully responsible for your decisions, actions, and outcomes.
- Coaching is a process distinct from therapy, counseling, or consulting.

2. COACHING PACKAGES & SATISFACTION GUARANTEE

We offer structured packages tailored to meet individual, couple, and family needs. Each package includes specific services, commitments, and pricing. Detailed descriptions are available on our website:

- **Individual Coaching:** [Living Authentically Packages](#)
- **Couples Coaching:** [Connecting Authentically Packages](#)
- **Family Coaching:** [Aligning Authentically Packages](#)

Satisfaction Guarantee: We understand that choosing a coach is a significant commitment. That's why all of our packages come with a satisfaction guarantee. If you decide to terminate your package for any reason, you will receive a refund for any unused sessions, minus processing fees. We're in this together!



3. SESSION PROCEDURES

Scheduling:

- All sessions must be scheduled via our [online scheduling system](#).
- Clients with packages may reschedule using the "Reschedule" feature in their appointment confirmation emails.
- Drop-in clients can self-schedule sessions at their convenience.

Virtual Sessions & Notetaking:

- All weekly, bi-weekly, and drop-in sessions will be virtual, conducted Monday through Wednesday.
- Virtual sessions now include a **notetaker** who will provide you with a session summary for reference.

Priority Scheduling for Package Clients:

- Clients on packages have priority access to weekly or bi-weekly time slots.
- If rescheduling is needed, clients have up to **45 days** to book a new session based on availability.

Session Format:

- Sessions are conducted via videoconference or phone and typically last 50 or 80 minutes.
- Clients are responsible for initiating the session by logging into the designated platform on time.

Late Arrival Policy:

- If a client is more than **15 minutes late** without prior notice, the session is forfeited and will not be rescheduled or refunded.

Between Sessions:

- Clients may receive assignments to work on between sessions.
- For brief follow-ups or questions related to these assignments, clients can reach out via text, email, or phone.
- The coach will respond within **24 hours on weekdays** and **48 hours on weekends**.
- If the inquiry requires more in-depth discussion, the coach may recommend scheduling an additional session.



4. IN-PERSON INTENSIVES

Intensive sessions are available for in-person work Thursday through Saturday and are designed for deep, focused work. The following options are offered:

- **3-Hour Intensives** – \$1,000 (Only available to established clients who have previously completed individual coaching sessions.)
- **Full-Day Intensives** – \$2,500 (Includes tailored programming and workbooks.)
- **Multi-Day Intensives** – \$2,500 for Day One; \$2,000 for each additional day.
- **Travel Intensives** – Available for multi-day intensives (2-day minimum) with travel fees added.

Intensive sessions must be scheduled in advance and are subject to availability. Payment is required at the time of booking. Cancellation policies apply as outlined in this agreement.

Cancellation & Rescheduling:

- Full payment is required in advance.
- Cancellations with **at least 10 days' notice** are eligible for a refund (minus transaction fees).
- No refunds will be issued for cancellations within 10 days, except for verified emergencies.
- Clients may request to reschedule an intensive due to a documented emergency, subject to availability.



5. RESCHEDULING & CANCELLATION

Standard Sessions:

- Sessions may be **rescheduled or canceled up to 48 hours in advance** with no penalty.
- Cancellations within **48 hours** are **non-refundable and cannot be rescheduled** unless due to a verified medical emergency or family crisis.
- Frequent last-minute cancellations or no-shows may result in loss of future booking privileges.

Package Expiration & Refunds:

- Package sessions must be used within the specified commitment period (e.g., one month, three months) from the date of purchase.
- Unused sessions do not roll over beyond this period unless explicitly arranged with the coach.
- If the coaching relationship is terminated, a refund will be issued for unused sessions, minus a 3% processing fee.

6. COMMUNICATION & BOUNDARIES

Appointment Reminders:

- Clients will receive automated reminders to help stay on track:
 - **72-hour email reminder** (to avoid missing the 48-hour cancellation window)
 - **1-hour email reminder** (for easy access to the session link)
 - **15-minute text reminder**

Acuity Scheduling Account:

- Clients are encouraged to create an Acuity Scheduling account to:
 - View all past and upcoming appointments
 - Access package codes and balances
 - Manage scheduling more easily



7. CONFIDENTIALITY & LEGAL TERMS

Confidentiality:

- Coaching sessions are confidential per the ICF Code of Ethics. However, coaching is **not a legally protected relationship** like therapy or legal services.
- The coach may disclose information if required by law, court order, or in cases where harm or illegal activity is disclosed.

Limited Liability:

- The coach makes no guarantees regarding outcomes.
- Liability is limited to the amount paid for coaching services.

Dispute Resolution:

- Both parties agree to attempt mediation before pursuing legal action.

Applicable Law:

- This agreement is governed by the laws of the State of Tennessee.

Binding Effect:

- This agreement is binding upon both parties and their respective successors.

