

# 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. (See [Understanding the Difference - Coaching vs Therapy](#))

**Family & Couples Coaching:** In family and couples coaching, all participants are considered clients and are expected to engage in the process with honesty, respect, and a willingness to take responsibility for their role in the relationship. Coaching includes both joint and individual sessions.

## 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](#)



**Payment Authorization & Outstanding Balances:** By enrolling in coaching services, you authorize Inner RAE to charge the payment method on file for scheduled services. If a payment is missed, notice will be provided, and we reserve the right to charge the card on file to bring the account current.

**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:**

- Clients enrolled in coaching packages will have their sessions scheduled in advance once their package and session times are confirmed.
- Coaching packages are designed to be consistent weekly or biweekly engagements, rather than flexible or as-needed scheduling.
- Clients with packages may reschedule using the "Reschedule" feature in their appointment confirmation emails. For assistance, you may also email [hello@innerrae.com](mailto:hello@innerrae.com).
- Drop-in clients can self-schedule sessions at their convenience using the [online scheduling system](#).

#### **Virtual Sessions & Notetaking:**

- All weekly, bi-weekly, and drop-in sessions will be virtual, conducted Monday through Wednesday.
- Virtual sessions now include an AI notetaker that provides you with a session summary for reference. Sessions are recorded only with your awareness and consent. You can learn more about Fathom's security practices here: [Fathom Security & Privacy](#)

#### **Priority Scheduling for Package Clients:**

- Clients on packages have priority access to weekly or bi-weekly time slots.



- During the initial 3 or 4 month commitment, you may reschedule a session with appropriate notice (in alignment with the 48-hour policy). In these cases, the session may be moved to another time within 45 days of the original appointment, based on availability. Rescheduled sessions are considered make-ups and do not replace or shift your standing time, which will remain reserved. This may result in multiple sessions within the same week.
- For clients in ongoing continuity packages (monthly or bi-weekly), breaks may be taken with advance notice. Extended or repeated breaks may result in a transition to drop-in status at the discretion of Inner RAE.

#### **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. RESCHEDULING & CANCELLATION POLICY

#### **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.

## 5. 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)
  - **24 hours and 15-minute text reminders**

### **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

## 6. IN-PERSON INTENSIVES

In-person intensives are available for clients seeking deeper, more focused work. These sessions are typically held Thursday through Saturday and are designed to support meaningful breakthroughs and extended integration.

### **Intensive Options Include:**

- Full-day intensives
- Multi-day intensives
- Travel-based intensives (available for multi-day engagements)
- 3-hour intensives (available to established clients who have previously completed individual coaching)

All intensive sessions are customized based on client needs and goals.



**Scheduling & Payment:**

Intensives must be scheduled in advance and are subject to availability. **Full payment is required at the time of booking.**

**Cancellation & Rescheduling:**

- Cancellations made 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 in the case of verified emergencies.
- Rescheduling may be requested in the case of a documented emergency and is subject to availability.

## 7. CONFIDENTIALITY & LEGAL TERMS

**Confidentiality:**

- Coaching sessions are confidential per the International Coach Federation (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.
- In family and couples coaching, confidentiality differs from individual coaching. Information shared individually may be brought into joint sessions if it is relevant to the work. When appropriate, the coach will support clients in sharing information directly to maintain trust and transparency.

**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.

