

Lenore Pearson Transformative Coaching:

Terms and Conditions

1. **Services** - The Coach and Client consent to engage in an agreed coaching program, conducted via video conferencing. The coach may choose to be available to the client via e-mail and voicemail in between scheduled sessions.

2. **Schedule of Fees** - The client's investment is non-refundable. Fees will be invoiced and required to be paid prior to the scheduled session. Each session will run for approximately 1 hour unless otherwise agreed.

3. **Confidentiality** - All information supplied by the client is confidential. Information will not be given to third parties in relation to the client without their permission, unless the coach deems the client, or any other person associated with the client, to be in a serious or life-threatening situation, in which case the coach is duty-bound to report such information to the appropriate authorities. Such situations may include suicidal tendencies, physical, mental or emotional abuse being committed on or by the client or criminal acts. Please also refer to the Privacy Policy on the website: www.lenorepearson.com

4. **Cancellation and Termination Policy** - Where it is foreseeable, the client agrees to give no less than 24-hours notice to reschedule a coaching session.