



## **Jodie's Life Coaching**

### **Client Guidelines**

#### **FEE**

Your fee is monthly and due the last week of the month in advance of services to be provided. Payments are expected to be made promptly each month. I do not send an invoice unless requested. Payment options include cash, check, bank transfers or the following credit cards: MC, VISA, Discover and American Express.

#### **CALL PROCEDURE**

I will call you at the specified time each week. We are scheduled to talk three times per month for approximately 40 minutes. For long term contracts I do ask for a 1-month notice period if you decide to terminate this relationship.

#### **CHANGES**

I have reserved your time for you. If the need arises, please give me 24 hours notice and we will reschedule. Without proper notice, scheduled time missed will be lost. I request you to make our time together a priority. If you go on an extended trip and need to rearrange our time, please let me know in advance.

#### **EXTRA TIME**

You may call between our appointments if you need assistance, have a problem, or can't wait to share a success with me. I encourage you to take advantage of this opportunity. This is an extra and I do not bill for this time, but I do ask that you use it respectfully. E-mail communications are also available.

#### **PROBLEMS**

If I ever say or do anything that upsets you or doesn't feel right please bring it to my attention. I promise to do what is necessary to have you be satisfied. Honesty and trust are critical for our relationship to grow. I want this to be an open and safe place for you to come with confidence.

#### **CONFIDENTIALITY**

Confidentiality is critical to our relationship--our coaching sessions are strictly confidential. Any subject discussed and/or items shared, including such things as personal information, future plans, proprietary information, goals, job and company information, will remain confidential.

#### **TYPE OF RELATIONSHIP**

We have entered into a coaching relationship and it is not, nor will there be any type of therapy or psychological counseling. If these are needed, then it is your responsibility to seek these services from the relevant professional. If there is any question about this relationship, please bring it to my attention immediately.



## **REFERRALS**

My business is grown through referrals. I am very grateful for any referrals you send my way. For any referral you send my way who becomes a client of mine, you will receive one free session.

## **FEEDBACK**

I improve my offering through client feedback, positive and negative. Included in this Welcome Pak is a form for a testimonial. Within the first month if you feel so compelled I would appreciate a testimonial for use in marketing.