

Neurodiverse Adventures Life Skills Coaching Terms and Conditions

Welcome to Neurodiverse Adventures Life Skills Coaching. Below are the terms and conditions that govern our coaching sessions. Please read them carefully and sign at the end to indicate your acceptance.

Fee Structure

Coaching Fee: The fee for each coaching session is £85.00 per one and a half hours. Payments must be made before any coaching session either through a payment link or through BACS. Please note that VAT is not charged. If you book a min of 6 six sessions a block discount can be made if paid in full. At the discretion of Neurodiverse Adventures' founder, we offer discounts for individuals who are claiming Universal Credit to access life skills coaching. An email will be sent to show the agreed discount, and in your first session, evidence of your UC claims must be provided to qualify for a discount. If you stop claiming Universal Credit and obtain a higher income, please ensure that you inform your coach; if we discover that you have not been claiming UC, then a full amount of the coaching fee will be asked for. This policy aims to ensure inclusivity and equity for all participants. We also offer life skills coaching payments from Access to Work and Social Care; again, payments must be made before any session is attended. Please note that any block bookings on an already agreed discount can not be discounted any further.

Session Scheduling

Session Times: Coaching sessions are scheduled at a mutually convenient time. During our first session, we will arrange either a single session or a series of dates and times. Once you agree with the terms and conditions, I will provide you with some flexible dates for your first session. It is crucial that you are fully committed to being available on time. Kindly note that if you join the call late, I cannot make up for the lost time.

Cancellations and Changes

Cancellations: If you wish to cancel a coaching session, please provide at least one week's notice.

Rescheduling/Re-booking: Should you need to reschedule or re-book a session, please give as much notice as possible, with a minimum of 24 hours, so the slot can be offered to someone on the cancellations list. Sessions cancelled with less than 24 hours'

notice may be charged in full. If I, for some reason that is out of my control, need to cancel the coaching appointment, I will give you as much notice as possible and will reschedule the appointment at your earliest convenience.

Communication Between Sessions

Urgent Queries: If you have an urgent query that cannot wait until the next session, please email me or use the WhatsApp service to text or voice message me. I will respond as quickly as possible, usually within 48 hours. This additional level of service is provided free of charge.

Confidentiality

All aspects of our coaching sessions, including conversations shared between us, will be held in the strictest confidence and not discussed with any third parties outside of supervision without your prior agreement. I undertake regular supervision, which is a confidential relationship in itself. I am willing to speak/advocate with other parties, such as employers and medical professionals, but will only do so with your explicit written permission. Exceptions to this confidentiality policy include situations where I am legally required to disclose information if there are safeguarding issues or if there are reasonable grounds to believe there is an imminent or likely risk of serious harm to yourself or others.

Privacy Policy

I recognise the importance of privacy and am committed to safeguarding your privacy online and with any personal information you share with me. For detailed information, please refer to the Privacy Policy document (.pdf).

Addressing Misunderstandings

An important aspect of the coaching relationship is the coach's role in discussing challenges and working with you in areas that may push your boundaries. Nevertheless, I will always strive to be sensitive and appropriate when discussing these topics. Please let me know if I say or do anything that upsets you or does not feel right. I am dedicated to providing the service and support you need, and I believe that honesty and trust are essential.

Guarantee of Commitment

I am fully motivated and committed to working with you. However, it is important to understand that results cannot be guaranteed. Your achievements depend on your commitment and full participation in the coaching process. By agreeing to these terms and conditions, you accept full responsibility for yourself and any actions you take due to this coaching process.

Agreement

By signing below, you acknowledge that you have read and agree to the above-mentioned terms and conditions. Please return the signed agreement and personal contact form to me before we commence our coaching sessions. If you have any questions, please do not hesitate to ask.

Signature:

Name:

Date:

Thank you for choosing Neurodiverse Adventures Life Skills Coaching. I look forward to working with you.

Terms, conditions, and policies will be reviewed monthly in the first year of Neurodiverse Adventures. If any changes affect you directly, you will be notified.

Date of Life Skills Coaching terms and conditions: 24th Feb 2025

Planned Review date: March 2025