



## Neurodiverse Adventures

### Life & Work Coaching – Terms and Conditions

Welcome to Neurodiverse Adventures Life & Work Coaching. These terms outline how we will work together and are intended to provide clarity, fairness, and shared understanding.

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#### 1. Coaching Relationship

Life & Work Coaching is a collaborative, neuroaffirming process designed to support reflection, clarity, and sustainable change. Coaching is not therapy, counselling, or crisis support.

This work may include exploring patterns, challenges, or perspectives that feel unfamiliar or stretching at times. I will always approach these conversations with care, sensitivity, and respect for your capacity. There is no expectation to move beyond what feels manageable.

Misunderstandings can occasionally happen in any working relationship. If anything I say or do doesn't feel right, I encourage you to let me know so we can reflect on it together. Open communication helps maintain trust and ensures the space remains safe and collaborative.

While I bring professional training, structure, and commitment to our sessions, meaningful change also relies on your engagement with the process in ways that feel realistic for you. Outcomes cannot be guaranteed, and you remain responsible for your own decisions and actions throughout the coaching journey.

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#### 2. Session Structure

- Sessions are 60 minutes in length.
- Sessions are held online unless otherwise agreed.
- Dates and times will be arranged collaboratively.
- If you arrive late, the session will still end at the agreed time.

Sessions are for the individual named in the booking unless otherwise agreed in writing.

After each session, you will receive a structured written summary including:

- Key themes explored
- Reflections
- Agreed next steps (where relevant)

This summary forms part of the coaching process and is intended to support ongoing reflection.

## **Session Recording**

Sessions may be audio recorded by me for the purpose of supporting accurate reflection and preparation of your structured written summary.

Recordings are stored securely and processed in accordance with UK GDPR and relevant data protection legislation. They are not shared with any third parties and are deleted within 14 days of the written summary being sent, unless otherwise agreed in writing.

If you have any questions or concerns about recording, we can discuss them before sessions begin.

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## **3. Fees & Payment**

- Each 60-minute session costs £85.
- Payment is required in advance of your booked session via BACS or an agreed invoice arrangement.
- VAT is not charged.

### **Reduced Rates**

Reduced payment options may be available for:

- Individuals receiving Universal Credit (UK)
- Other agreed circumstances

Any agreed reduced rate will be confirmed in writing. Evidence of benefit status may be requested. If your circumstances change, please inform me so we can review the arrangement transparently.

Block bookings may be offered at a reduced rate when paid in full. Additional discounts cannot be applied to already reduced rates.

Payment must still be confirmed before sessions begin.

## **Access to Work & Third-Party Funding**

Coaching may also be funded through:

- Access to Work
- Social Care or Carer's Needs Assessment

Where coaching is funded through Access to Work, Social Services, or another third-party organisation, fees may differ from the standard private rate.

In these cases:

- A separate agreement or quotation will be provided.
- Sessions will be invoiced directly to the funding body unless otherwise agreed.
- Payment terms will follow the requirements of the funding organisation.
- Coaching will not begin until written confirmation of funding has been received.

If funding is delayed or withdrawn, responsibility for outstanding fees will be clarified before sessions continue.

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## **4. Cancellations & Rescheduling**

At least 7 days' notice is required to cancel a scheduled session.

At least 24 hours' notice is required to reschedule an appointment. Sessions cancelled with less than 24 hours' notice may be charged in full.

Session times are agreed in advance. While occasional rescheduling can be accommodated, repeated changes to agreed-upon appointments may not always be possible and may result in the release of your regular time slot. If frequent rescheduling occurs, we may review whether ongoing coaching is workable at this time.

If I need to cancel for any reason, I will provide as much notice as possible and offer an alternative appointment.

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## **5. Communication Between Sessions**

If something feels important between sessions, you are welcome to email.

I aim to respond within 48 working hours. Communication between sessions is for clarification or brief support and does not replace scheduled coaching time.

WhatsApp contact may be available by prior agreement.

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## 6. Confidentiality

All information shared within sessions will be treated as confidential.

I undertake regular professional supervision. Supervision is also confidential and ensures ethical, reflective practice.

Confidentiality may be broken only if:

- There is a legal obligation to disclose information
- There are safeguarding concerns
- There is reasonable belief of serious risk of harm to yourself or others

If appropriate, I may speak with employers, medical professionals, or other services only with your explicit written consent.

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## 7. Access & Adjustments

Neurodiverse Adventures is committed to neuroaffirming and accessible practice. Adjustments are welcomed and can be discussed at any stage of our work together.

This may include adjustments to communication style, pacing, session structure, written summaries, or agreed recording of sessions.

Adjustments are made collaboratively and must be reasonable and sustainable within professional boundaries. While I aim to offer flexibility where possible, I am not able to provide unlimited rescheduling, appointments outside of my published working hours, or arrangements that significantly alter the structure of the service.

Session times are agreed in advance. Repeated changes may not always be possible to accommodate.

Accessibility is a shared process. Adjustments are considered in line with good practice and relevant equality legislation, while ensuring the service remains safe, workable, and sustainable for both client and coach.

Reasonable adjustments do not extend to changes that would fundamentally alter the nature of the service or create disproportionate administrative or scheduling demands beyond what is sustainable.

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## 8. Privacy

Your personal data will be handled in accordance with the Neurodiverse Adventures Privacy Policy, available on the website.

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## 9. Concerns or Difficulties

If something does not feel right within our work together, I encourage you to raise it. Open communication supports trust and helps shape the process in ways that feel safe and collaborative.

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## 10. Ending the Coaching Agreement

Coaching may be ended by either party at any time.

If I believe the coaching relationship is no longer workable, ethical, or sustainable, I reserve the right to end the agreement with appropriate notice and, where possible, a closing session.

Any outstanding fees must be settled prior to termination.

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## 11. Review of Terms

These terms may be reviewed periodically. If changes directly affect you, you will be informed.

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## 12. Agreement

By booking and attending coaching sessions, you confirm that you have read and agree to these Terms and Conditions.

If you have any questions about any part of this agreement, you are welcome to ask before your coaching session.

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**Date of Issue:** February 2026, changes made June 2026

**Planned Review Date:** February 2027