



Booking Policy

Scheduling and Attendance

A mutually convenient time for weekly coaching sessions will be arranged during or following your first free consultation meeting, if you wish to go ahead. This time will be confirmed by email and reminders for sessions will be sent out weekly. Each coaching session is 45 minutes and will begin at the arranged time. To avoid missing any of your session times, be ready to join online or arrive in person a few minutes early. If you are late, your session will end at the scheduled time. If you are more than 15 minutes late, the session will be considered a 'No show' but will still be charged. Coaching for minors (those under the age of 18) must be arranged by a parent or guardian.

Rescheduling

At least 24 hours notice is required for rescheduling a session. Failure to provide this may result in the loss of the session. Where appropriate notice is given, or extenuating circumstances arise, your session will be rescheduled at a mutually convenient time.

Fees and payments

Fees are paid in advance for your chosen amount of sessions using PayPal, PayPal Pay Later, Apple Pay, debit or credit card.

Cancellation & Refund Policy

Cooling-Off Period - If you purchase a coaching package online, you have a 14-day cooling-off period under UK law. If no sessions have taken place, you may cancel within this period for a full refund. If you request to begin coaching within the 14 days, you acknowledge that you waive your right to a full refund for any sessions already delivered or preparation work completed.

Session Format and Expectations

Online sessions are held on Google Meet. A link to join will be sent to your email prior to the session each week. Please ensure a quiet, private space with a stable internet connection for the session. In person sessions are available for people living locally to myself by prior arrangement.

Confidentiality

Everything discussed in coaching sessions is confidential. This includes all verbal, written and electronic communications, documents and records. This is unless specific permission from the person being coached is given to do so. The only exception to this is where required to do so by law e.g. there is risk of harm to oneself or others. These rules also apply even when the coaching is being paid for by someone else other than the client.

Professional Scope

Life Coaching is not a replacement for therapy, counselling or medical advice. If you require mental health or medical support, I encourage you to seek help from a medically trained professional. By booking a session you acknowledge that life coaching is not a medical intervention, it is a collaborative process and results depend upon participant engagement, effort and action.

Charlotte's role as life coach is to facilitate the client towards their own choices of action. Whether to make a particular choice or take particular action is entirely the responsibility of the client. Charlotte accepts no legal responsibility for the actions or outcomes of actions that the client may take as a result of the coaching.

Behaviour Expectations

Life coaching is a professional service and must be treated with respect. Abusive, argumentative, inappropriate or disrespectful behaviour will not be tolerated and will result in immediate session termination without refund. Mutual respect is essential for effective coaching relationships.

Signed by Coach

Signed by Client

Signed by parent/guardian of the client
