



CLIENT COMMITMENT & CONFIDENTIALITY AGREEMENT

This Contract is entered into by and between the parties named herein.

1) COMMITMENT:

i. This process involves your commitment, honesty and a desire to change. On my part, I pledge true helping intent throughout the coaching relationship. Life coaching sessions will provide you a safe time and space to explore your thoughts and feelings about your personal purpose and life vision. I am here, without judgement, to support you in this process and to help guide you on your journey as you take responsibility for becoming the person you aim to be.

2) CONFIDENTIALITY

Our work together will remain confidential. The exceptions being:

i. If you provide me with information that appears to indicate a clear or imminent threat to your own life or health, or to anyone else's, I reserve the right to report that information to the relevant authorities responsible for ensuring safety. Before taking this course of action, I would use reasonable endeavours to discuss my intentions with you. I am professionally compelled to disclose any knowledge of physical / sexual abuse; or neglect, of a child or an elderly person.

ii. Legally I must comply if I receive a legal subpoena or court order.

iii. While I attend regular professional supervision as part of my continuing professional development, please note that any information discussed with my mentor will maintain your anonymity.

3) SESSIONS

i. We have agreed to meet for (complete whichever is applicable):

a. 6 (six) x 60 (sixty) minute consecutively weekly sessions, commencing on _____ at
___h___ on _____;

b. 12 (twelve) x 60 (sixty) minute consecutively weekly sessions, commencing on _____ at
___h___ on _____;

c. This session is your time, and will not be given to anyone else even if you are on holiday, in which case it is possible to conduct your session online.

d. If there is unforeseeable event which necessitates you having to cancel a session, please provide a minimum of 48 hours' notice (unless a verifiable emergency exists).

e. Where any scheduled appointment (as set out herein above) is missed for any reason whatsoever (except for verifiable emergencies), there shall be no session credit applicable for any appointment. Should my coaching schedule permit, I will endeavour to arrange a catch-up session, however, this is not guaranteed

as my coaching schedule may not permit any rescheduling, and the missed session will therefore be forfeited in its entirety.

f.If an emergency arises and I need to cancel a session, I will endeavour to offer you an alternative appointment as soon as practically possible. However, if the time offered is not convenient for you, I will retain a 1-session credit in my system for you, to be utilised at a later date to be agreed upon.

4) FEES

- 1.Sessions are charged for at the standard rate of R 750-00 per hour for the 2020 calendar year.
- 2.Should you elect to sign up for the full twelve sessions upfront, you will be entitled to a 10% Discount on the full fee.
- 3.All fees are payable in full in advance via EFT or via our website booking system.
- 4.Fees increase annually, effective on 01 January of each calendar year.

5) MY HOLIDAYS

- 1.I take three weeks leave over the Christmas period, from mid December to the end of the first week in January the following year, and two weeks leave over the Easter period.
- 2.If it is necessary for me to take any additional leave, I will give you as much notice as practically possible, and sessions will commence upon my return by previous arrangement.

6) TERMINATION

- 1.As coaching is a dynamic and ongoing growth process, should you for any reason require termination of the counselling/coaching journey prematurely, it is important that such termination is properly planned, so that you are fully supported in the process of closure. In the unlikely event of such premature termination occurring, you are required to provide at least two week's notice, during which the focus of ensuing sessions (whether in person or online) will be on bringing the therapeutic process to closure. You will then be able to conclude the remainder of your prepaid contracted counselling/coaching journey online, to accommodate your change in circumstances if you so choose, alternatively you will forfeit the remaining sessions paid for according to your selected package.
- 2.Should I elect to terminate the counselling/coaching journey prematurely for my own professional reasons, then I will refer you to another counsellor/coach I deem more appropriate and relevant, and transfer the remainder of the unused fees to said counsellor/coach, who will disburse such remaining fees in accordance with their own fee structure. Should you elect not to be transferred to said counsellor/coach, your remaining fees and coaching sessions will be forfeited in their entirety.
- 3.I reserve the right to terminate counselling/coaching immediately if you commit any physical harm to me, yourself, anyone else on the property including my pets, or cause any damage to my property, counselling room, furniture, fixtures or fittings.
- 4.If you cancel appointments on a consistent basis or if you miss appointments twice in a row, without a reasonable cause, I reserve the right to terminate counselling/coaching and refer you elsewhere as described

above. This is not meant to be punitive, but is instead my recognition of your resistance to the counselling/ coaching process with me, at that time. This is my way of requesting consideration for my time and the valuable service I render.

7) NOTES AND RECORDINGS

1.You are welcome to see my written notes at any time. These records are kept confidential and may be stored securely on a password protected computer and will not be passed to other agencies unless I am obligated to do so under subpoena.

2.Notes will be retained securely for 2 years in case you wish to return to coaching. Thereafter, secure shredding or deletion (as the case may be) will destroy them.

3.Personal Safety Disclosure: Since I operate from home, and in order to ensure my safety at all times, all sessions are automatically recorded on CCTV camera, which is over-written weekly. Such recordings would strictly only be used in the unlikely occurrence of the events described in Section 6, point (iii).

8) OTHER

1.If you arrive for a session under the influence of any drugs or alcohol, I reserved the right to cancel the session, without any refund being applicable for such session. This is a zero-tolerance policy and is not negotiable.

9) NO SELF-HARM/ SUICIDE CONTRACT:

1.In terms of this contract, I have the expectation that you keep yourself safe. If at any time it becomes apparent that you are at risk of self-harm during the counselling/coaching journey, and are unable to keep yourself safe, it is my professional and ethical duty to assist in getting you safe, which could include involving the relevant emergency services, which shall be at your own cost, as well as your next of kin. As long as you voluntarily do whatever is necessary to keep yourself safe, then our counselling/coaching journey remains sacrosanct and I will do my utmost to get privileges at whichever institution to continue our sessions, either by telephone or in person or online.

2.Furthermore, I agree that I will take the following actions if I am ever suicidal: I will call SADAG's crisis hotline: 0800 567 567 if I believe that I am in immediate danger of harming myself or have suicidal thoughts and I will continue talking on the phone with as many people as necessary for as long as necessary until the suicidal thoughts have subsided.

3.I furthermore agree that I will not harm myself in any way or attempt suicide at any time, and I endeavour to make self-care and my personal safety and security a priority - my life and wellbeing matters!

Please sign below to acknowledge your commitment to the counselling/coaching journey and to declare your unequivocal agreement to all terms and conditions contained in this contract and that you acknowledge that you have freely entered into this contract of your own volition.

10) SIGNATURES OF THE PARTIES HERETO:

Signed at _____ on this _____ day of _____.

Counsellor/Coach:

Dido Blagden

Signed at _____ on this _____ day of _____.

Client:

Client Full Names and Surname

Client:

Client Full Names and Surname

You are most welcome to discuss anything you need clarification on.

I look forward to our working together.

