



# Terms & Conditions

## 1. Engagement

- a. Thank you for accepting my offer to provide coaching services to you. By placing an order, you acknowledge that you have read and agree to these Terms and Conditions and agree that the placement of an order together with these terms and conditions forms a contract between you (herein referred to as 'the Client') and Patrick Farnan (Patrick Farnan Coaching) (ABN: 22 339 318 638 ).
- b. These Services are provided by Your Dash Coaching by Coach Patrick Farnan (herein 'the Coach'). Coaching may address specific personal projects, business outcomes or general conditions in the client's personal and/or professional life. **Coaching is not advise, therapy or counselling.** Services may include, but not limited to, values classification, business brainstorming, identifying and creating plans, examining modes of operating and teaching tools including NLP Coaching (Neuro Linguistic Programming) & Timeline Therapy to assist personal transformation
- c. Throughout the coaching relationship, the Coach will engage in very direct and personal conversations. In order for the coaching to be powerful and transformational, the Coach will be honest and straight forward in asking questions and the client agrees to fully participate in the process. This may include, but not limited to, attending all sessions on time, completing all set 'integration work' and reading/watching/ listening to external material as directed by the coach.
- d. Unless otherwise agreed, it is the Client's responsibility to join the meeting/ call the Coach, the Coach has provided. Each Session will be conducted via Zoom/ Phone, unless otherwise agreed by to by both parties. All sessions will be approximately 45-60 minutes in length, unless otherwise deemed appropriate by the coach.
- e. Any Cancellations within 24 hour period will be considered as a 'completed' Coaching Session.

## 2. Confidentiality

- a. We are committed to protecting your privacy. We are also committed to effectively managing the collection, storage, use and disclosure of personal information for the information for the purpose of our business activities in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).
- b. The Coach promises the Client that all information provided is strictly confidential. No information or content shall be released to any persons, including spouse or immediate family, except at the Client's request. Your willingness to be truthful, open and vulnerable are a paramount to the success that can be gained through coaching. The exception to this is as required by law.
- c. For coaching purposes only, calls will be recorded digitally. Your Coach will keep only for the duration of the agreement. All files will then be destroyed. These Recordings are entirely for the benefit of coach/client relationship.



## Investment

- a. Payments made under the agreement must be made by the means in specified in the order.
- b. Receipts can be tailored to suit your business/ taxation needs (please advise via return email, if required)

Initials: \_\_\_\_\_

## 4. Refunds

- a. Unless a promotional rate or time frame has been accepted, the client has 24 Hrs of placing the order to contact us via email at [patrick@patrickfarnan.com](mailto:patrick@patrickfarnan.com) to cancel the order. After this date, a refund can only be issued pursuant to Clause 5c.
- b. We May cancel the coaching services for any reason by written notice to you. We will refund you the investment that you have actually paid to us (minus any external payments to 3<sup>rd</sup> Parties applicable) within 30 days of giving you notice of cancellation. We shall have no further liability of the cancellation.
- c. The Coach is committed to providing you with exceptional results such that if you are not satisfied after completing your first 2 sessions (provided they are completed no longer than 21 days apart), you will receive a 100% refund within 60 Days.

## 5. Disclosures

You Acknowledge;

- a. As a client, I understand and agree that I'm fully responsible for my own well-being throughout the coaching relationship, including my choices and my decisions.
- b. That neither we, nor any of our representatives or any person we engage, perform the services as professional mental health therapist, or therapist of any kind. For these matter, please seek professional medical advice from a third party. Our focus in your coaching is to help you get results in the present and in the future.
- c. That coaching is not a substitute for therapy, counselling or psychotherapy. I understand that coaching does not diagnose or treat any mental disorders and will not use coaching as a replacement for any form of therapy.
- d. If I'm under the supervision of a professional therapist, I acknowledge that I have consulted with this person regarding the advisability of working with a life coach and that this person is aware of my decision to be coached.
- e. That coaching is a comprehensive process that may involve all areas of my life, my work, and my relationships. I acknowledge that I decide how to handle these issues and implement my choices. My coach is my guide, not my decision maker.
- f. I understand that coaching is not a substitute for professional advice in the matters of finances, legal, medical or business issues. I will seek the appropriate expertise as I need and agree that all decisions in these arenas are exclusively my own. I take full responsibility for my decisions and my actions.