



## The Connection Coach

### Terms and Conditions Code of Conduct

1. Client acknowledges and understands that our work together will never lead to a relationship outside of this professional relationship. The intention of these sessions are for therapeutic purposes only.
2. Client and Coach both agree to practice attention to personal boundaries at all times.
  - Client acknowledges and understands that The Pre-Season package is a **non-coaching** program. As such, Rachael will only offer feedback during these sessions if the Client gives consent. Client understands that such feedback will not include coaching techniques as included in The MVP package.
  - Client acknowledges and understands that messaging support between sessions is only permitted between **coaching** sessions as included in The MVP package.
3. Client acknowledges and understands that sessions are strictly platonic.
  - While the client may wish/need to express sexual desires he is otherwise discouraged from expressing, he may do so within this container as long as the sexual desires are not acted upon in session.
  - Client acknowledges that acting on sexual desires within this container is grounds for ending the session without reimbursement.
4. Rachael will neither diagnose nor prescribe for any condition or problem.
5. No guarantee or promises of cures have or will be made. Any benefits come from within your own awareness, self-knowledge, and willingness to be open. Further benefits come from the application of connection techniques (made available through coaching) as an MVP client.
6. Rachael is a guide and facilitator of your self-healing process. This is not a substitute for medical treatment.
7. Client confidentiality is to be respected at all times.

I have read and understand these terms. My legal name is signed below. I am at least 18 years of age.

\_\_\_\_\_ Printed, Client Name \_\_\_\_\_ Date

\_\_\_\_\_ Signed, Client Name \_\_\_\_\_ Date

## Terms and Conditions Reschedule and Cancellation Policy

I, \_\_\_\_\_ understand that The Connection Coach operates on a scheduled appointment basis for Client sessions.

Therefore, when cancelling an appointment, I am required to provide MORE than 24 hours notice to the scheduled time. If I don't, I shall be charged in accordance to the Penalty Schedule outlined on page three of this policy. I understand that beyond the first occurrence of a Late Notice\* request (as described in the following paragraph), the session must be rescheduled within 7 days or it shall be forfeited.

The Connection Coach understands that emergencies may arise. As such, I am entitled to a **one-time** cancellation fee waiver (Pre-Season Player or MVP packages only), whereby I may cancel my session with less than 24 hours of notice, at no additional charge. I understand that the session must be rescheduled within 7 days or be subject to additional 25% session fee.

Should The Connection Coach cancel a session with less than 24-hour prior notice, all efforts will be made to reschedule within 7 days. If this is not possible due to scheduling conflicts, the missed session shall be made up at the end of the package, in addition to (1) extra session at no charge to me.

However, should The Connection Coach cancel a session with MORE than 24-hour notice, I shall be entitled to no free session, but the appointment shall be rescheduled within 7 days. If this is not possible due to scheduling conflicts, the missed session shall be made up at the end of the package.

In the event of cancellation without minimum notice due to circumstances beyond my control or the control of The Connection Coach, this contract is null and void. Examples of these causes are (1) acts of God or of the public enemy, (2) acts of the government in either its sovereign or contractual capacity, (3) fires, (4) floods, and (5) hospitalization due to COVID-19.

Further, I understand that my success as either a Pre-Season Player or MVP depends on my commitment to showing up for sessions. Per the Penalty Schedule, I understand that my sessions will be forfeited if I exceed the number of allowable exceptions as outlined in the Penalty Schedule on page three of this policy.

I have read and understand these terms. I have reviewed the Penalty Schedule below.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Penalty Schedule

	4 session series	12 sessions (Conditioning)	12 sessions (Coaching)
Fantasy Leaguer	Late notice* of cancellation subject to forfeiture of session. Late request to reschedule subject to additional 50% session fee.		
Pre-Season Player		<p>(1) allowance for late reschedule* w/out penalty. Reschedule must occur in same week, otherwise 25% session fee applies.</p> <p>(2) allowances for late reschedule*, subject to availability &amp; 50% session fee. Reschedule must occur in same week, otherwise session is forfeited.</p> <p>4+ occurrences of late reschedule*: Client forfeits the appointment. Subsequent sessions resume as scheduled.</p>	
MVP		<p>(1) allowance for late reschedule w/out penalty. Reschedule must occur in same week, otherwise 25% session fee applies.</p> <p>(2) allowances for late reschedule, subject to availability &amp; 50% session fee. Reschedule must occur in same week, otherwise session is forfeited.</p> <p>4+ occurrences of late reschedule: Client forfeits the appointment. Subsequent sessions resume as scheduled.</p>	<p>(1) allowance for late reschedule, subject to availability &amp; additional 100% session fee. Reschedule must occur in same week, otherwise session is forfeited.</p> <p>Any late requests for rescheduling beyond the 1-time allowance described above, <b>will result in a forfeiture of all remaining sessions without refund.</b></p> <p>The success of coaching depends on your commitment to showing up. If you are not committed to the process, you will not achieve desired results!</p>

\*"Late Notice" refers to rescheduling requests and/or cancellations with less than 24 hours of notice.