

Coaching Procedure

I. The coaching schedule will be arranged between GC CLASSES and the client and can be booked up to 3 months in advance. GC CLASSES will recommend the frequency of coaching sessions based on a professional GC CLASSES assessment of the client's requirements. This recommendation, or plan, is not binding and may be altered and adjusted throughout the coaching journey by mutual agreement, in accordance with the terms set out in this agreement.

II. The number of coaching sessions will be agreed upon at the start of coaching between GC CLASSES and the client, and confirmed by GC CLASSES on the contract. Where no specific number is agreed sessions will be provided on a session-by-session basis. Due to the nature of coaching, the initial term usually recommended is six sessions. Full payment is due before or at the first session. Additional sessions can be booked thereafter.

III. The length of each session is usually 60 minutes but can be agreed between GC CLASSES and the client at the commencement of the session.

IV. Coaching will take place between the client and their coach face-to-face (venue by mutual agreement), via Zoom / Skype (client calls coach), or by telephone (client calls coach). Face-to-face coaching will take place in the offices of GC CLASSES or at a mutually agreed venue. Where coaching takes place at a mutually agreed venue the client will be liable for any costs incurred by GC CLASSES at that time. Unless otherwise agreed, the client is responsible for telephoning GC CLASSES at the agreed times.

V. GC CLASSES may assign the client tasks or exercises to complete between coaching sessions. There is no obligation on the client to complete these tasks, but not doing so may slow the client's progress in gaining improved quality of life or achieving desired business or personal outcomes. Where possible, clients are requested to submit any information requested by GC CLASSES relating to assignments at least 24 hours before the coaching session when they are to be discussed. GC CLASSES will provide feedback on completed assignments during coaching sessions.

VI. The client may contact GC CLASSES by phone or email between sessions to share a success or seek clarification on a coaching issue. Support between sessions is seen by GC CLASSES as a necessary part of the coaching process. GC CLASSES will always advise a client in advance if the nature of a client's contact is likely to incur an additional charge, and no such charges will be imposed without the client's agreement.

Cancellation, Refunds & Rearranging Sessions

I. If the client needs to rearrange a coaching session, they should provide at least 48 hours' notice. No refunds will be given to clients for unused coaching sessions unless 48 hours' notice has been given. In exceptional circumstances GC CLASSES may need to rearrange a coaching session; in these circumstances GC CLASSES will use reasonable endeavours to provide a mutually satisfactory alternative appointment the client.

II. Where a client pays for a session, or sessions, in advance they must have the coaching session(s) that they have paid for within 6 months of the payment, or their fee is forfeited.

III. The client may terminate their coaching contract at any time in writing. Any monies owed at the time of cancellation will become due immediately. Refunds on payments made against future sessions will be at the discretion of GC CLASSES or as follows based on block bookings

After 1 session: 75%

After 2 sessions 50%

After 3 sessions 0%

(This is at the discretion of GC CLASSES)

IV. In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, GC CLASSES can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by GC CLASSES where practicable, and will be refunded any advance payments made for coaching sessions not yet provided.

V. There may be occasions when GC CLASSES may recommend to the client that they seek an alternative service more suited to their current needs. In this event GC CLASSES will fully discuss the reasons for the recommendation with the client. It is the client's sole responsibility to decide whether to follow the recommendation and GC CLASSES does not accept any liability for the outcome of any decisions the client chooses to make.