

# Terms & Conditions

## Understanding

1. The terms and conditions below apply to all coaching and mentoring services provided by “Hayley Stoner” (HS) to any individual (“the client”) and constitute the contract for the service provided. The term ‘coaching’ as here used covers parent coaching clients.
2. A coaching relationship is in no way to be interpreted as Psychotherapy, psychological counselling, or as any type of therapy. A coaching relationship is not a substitute for counselling or psychotherapy. HS is not a licensed clinician nor is claiming to be one. In the event a client feels the need for professional counselling or therapy, it is the responsibility of the client to seek a licensed professional.
3. Parent coaching is not a substitute for medical or mental health advice. The information provided in or through my Website, Programs, Products and Services is not intended to be a substitute for professional medical advice, diagnosis or treatment that can be provided by your own Medical Provider (including doctor, nurse, or any other health professional), Mental Health Provider (including psychiatrist, psychologist, therapist, counsellor, or social worker).
4. If you have any concerns regarding you or your child's wellbeing please consult your doctor or other suitably qualified person.
5. In return for the fees payable by the client (or by a third party on their behalf), HS agrees to provide the service in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third party pays the fees, the third party counts as an agent acting on behalf of the client).
6. The date that the coaching session takes place shall be deemed to be the start date for the service. Participation by any individual in the coaching session constitutes acceptance of these terms and conditions.

## Responsibility & Commitment

1. Coaching with HS is supportive, informative and educational. HS does not guarantee a particular outcome or result, or within a particular timeframe.
2. HS will seek to enable the client to set and achieve goals that will help to bring about desired outcomes for the client. The client has sole responsibility for any decisions they may make following coaching with HS. HS accepts no liability for the client's actions. HS has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or to achieve their desired outcomes or goals.
3. HS in no way condones any punishment of any kind, whether it be physical, emotional or neglect. Nothing HS suggests should never be misconstrued in anyway that a child will ever be harmed.

## Confidentiality

1. Personal information to HS by the client in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, save where required by law.
2. If HS is concerned about a child's welfare, she has a duty to report this to the relevant health care service and/or safeguarding service in the local area of the client. This will be with the knowledge of the client except in the case where a child is at immediate risk.
3. HS will respect the client's privacy and seek written permission before disclosing they are a client.
4. HS requires that the client provide an emergency contact name and telephone number, to be used only in the event of an emergency, such as sudden illness or accident.
5. All documentation and information relating to the client will be held according to the Data Protection 2018, except as required by law.

## Clarity & Style

1. HS will discuss with the client their preferred style of coaching. The client has the right to talk openly and candidly with their coach, and the client is encouraged to discuss any concerns they have with HS on any area of the coaching process. HS welcomes openness and honesty.
2. HS will provide the client with compassionate, developmentally and age appropriate, respectful information that fits with the clients parenting style and does not compromise attachment or responsive parenting.
3. By choosing to work with HS, the client understands that HS will not tell you what to do but will suggest solutions that is sustainable for your family. HS will make suggestions based on knowledge, training and experience. The client is responsible if they implement any suggestions offered.
4. HS provides an inclusive, non-judgemental service and will not knowingly discriminate against anyone on the basis of race, sexual orientation, parenting style, disability, cultural beliefs, marital status or religion. If there is anything HS needs to be aware of prior to coaching commencing – the client needs to inform HS.
5. Feedback about the service is welcomed and encouraged and can be given during a coaching session or by writing to Hayley Stoner via email to [littleonesathome@gmail.com](mailto:littleonesathome@gmail.com).
6. HS is continually striving to ensure the standard of service provided to clients remains outstanding. If in the unlikely event the client is unhappy with the service and support provided, the client should put this complaint in writing to [littleonesathome@gmail.com](mailto:littleonesathome@gmail.com) and HS will try to resolve the dissatisfaction.

## Coaching Procedure

1. The coaching schedule will be arranged between HS and the client and can be booked up to 1 month in advance. HS will recommend the frequency of coaching sessions based on a professional 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.
2. The number of coaching sessions will be agreed at the start of coaching between HS and the client. Where no specific number is agreed sessions will

be provided on a session by session basis. Full payment is due 48 hours before the first session.

3. The length of each session is usually 60 minutes, but can be agreed between HS and the client at the commencement of the session.
4. Coaching will take place between the client and their coach face-to-face (venue by mutual agreement), via Zoom (client calls coach), or by telephone (client calls coach). Face-to-face coaching will take place at a mutually agreed venue. Where coaching takes place at a mutually agreed venue the client will be liable for any costs incurred by HS at that time.
5. HS will provide a follow up email with the basis of what we discussed and an action plan, this individual plan should not be shared with any third party. within 48 hours of the coaching session. HS will also provide whatsapp support until the coaching comes to an end, and review phone calls.
6. HS 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 parenting.
7. The client may contact HS by whatsapp, phone or email between sessions to share a success or seek clarification on a coaching issue. Support between sessions is seen by HS as a necessary part of the coaching process.
8. HS will respectfully let the client know when a coaching relationship is coming to a close. If the client does not answer calls or emails, or initiate any contact, then it will be assumed that you no longer need or want support.

## Cancellation & Rearranging Sessions

1. 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 HS may need to rearrange a coaching session; in these circumstances HS will use reasonable endeavours to provide a mutually satisfactory alternative appointment the client.
2. Cancelling or postponing within 48 hours of your next session will result in you losing the cost and benefits of that session. **IMPORTANT – Please always**

***give 48 hours' notice if changing your session times to avoid losing the value of your session. I will be flexible and will work around your schedule, however, if inadequate time is given (less than 48 hours' notice), we are left with an empty slot that could have been filled, with a loss to our business and real inconvenience. This can easily be prevented.***

3. Where a client pays for a session, in advance they must have the coaching session(s) that they have paid for within 3 months of the payment, or their fee is forfeited. ***IMPORTANT – Please always give 48 hours' notice if changing your session times to avoid losing the value of your session. I will be flexible and will work around your schedule, however, if inadequate time is given (less than 48 hours' notice), we are left with an empty slot that could have been filled, with a loss to our business and real inconvenience. This can easily be prevented.***
4. If HS has to cancel, a new appointment will be offered at a mutually agreed time and date.
5. If after reading the clients parent coaching questionnaire, HS thinks that the client would benefit from a different approach or with an alternate practitioner more suited to the clients needs or interests, then a full refund will be given.
6. 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, HS 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 HS where practicable, and will be refunded any advance payments made for coaching sessions not yet provided.
7. There may be occasions when HS may recommend to the client that they seek an alternative service more suited to their current needs. In this event HS 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 HS does not accept any liability for the outcome of any decisions the client choses to make.

The Client needs to agree that they have read, understood, and agree to the above terms and conditions on the Parent Coach- Questionnaire at least 48 hours prior to the Parent Coaching session.