

FA Consulting & Coaching Services Sàrl

General coaching and sales conditions (GCSC)

Coaching relationship criteria

Coaching is a process of personal and/or professional development.

It is an accompaniment designed to help the Client (Coachee) achieve a goal in his/her personal and/or professional life. It also aims to develop greater awareness of a theme specific to the person being coached.

Coaching provides a neutral space where clients can express themselves, develop an awareness of their situation, acquire new skills, and gain the autonomy and confidence they need to achieve their goals.

Coaching is not considered a legal or confidential relationship, as in the medical and legal professions, and communications are not subject to the protection of a legally recognised privilege.

The coaching relationship, as well as all information, whether documented or verbal, that the Client shares with the Coach in the context of this relationship, is however subject to the principles of confidentiality set out in the ICF (International Coach Federation) Code of Obligations.

The Coach undertakes not to divulge any information relating to the Client without the latter's written consent.

However, in accordance with the ethics of our profession, subjects may be shared anonymously and hypothetically with other coaching professionals for the purposes of training, supervision, mentoring, evaluation and for the professional development and/or consultation of coaches.

[ICF Code of Ethics - International Coaching Federation \(coachfederation.org\)](https://coachfederation.org)

FA Consulting & Coaching Services Sàrl

General coaching and sales conditions (GCSC)

Agreement between Coach and Client

The Client: is solely responsible for ensuring his/her own physical and mental well-being and for all choices and decisions arising from the coaching relationship and interactions with the Coach. The Client is the actor and solely responsible for the commitments and decisions he makes.

The Client has been made aware of and understands that the coach is not liable or responsible for any actions decided by the client following services by the coach.

The Client understands that coaching is not a substitute for therapy and does not prevent, treat, or cure any mental illness or disorder.

The Client understands that in order to enhance the coaching relationship, the Client agrees to communicate honestly, be open to feedback and assistance and to create the time and energy to participate fully in the program.

The Client undertakes to create the time and energy necessary to participate fully in the programme. Between sessions, the Coach may suggest that the Client carry out targeted personal work to achieve his/her objectives.

The Client understands that coaching is a process involving diverse processes and may cover personal, financial, health, professional aspects, and that implementation of choices by the client is exclusively that client's responsibility.

The Coach reserves the right to suggest to the Customer that they call upon any other form of assistance or another professional if the support required exceeds the Coach's field of competence.

FA Consulting & Coaching Services Sàrl

General coaching and sales conditions (GCSC)

Mutual commitments & Termination conditions

The Coach and the Client will mutually agree on the time and place of the coaching sessions and the number of sessions according to the Client's needs.

The Coach and the Client undertakes to be punctual for scheduled appointments. Any tardiness on the part of the Client of more than 20 minutes will result in the cancellation of the session, which will be considered lost and non-refundable.

The Coach and the Client, in the event of a cancellation, agree to give at least 24 hours' notice by telephone or email.

The Coach reserves the right to invoice the Client for a missed session but will make a good faith attempt to reschedule.

The Coach and the Client may terminate this Agreement at any time by giving two weeks' written notice. Any hours and work commenced leading up to the two weeks' notice period will be invoiced to the client. A closing session will then be required to complete the process begun, regardless of which party terminates.

A Coaching cycle ends with a closing session to take stock of what has been achieved and to determine what the Client may need/want to do going forward independently.

Financial terms and conditions of payment

Every Invoice is a direct outcome of previously agreed and written exchange, such as an offer, an email confirmation or mutually validated notes. Payment is made thirty days after approval of a written document as stated above.