

## LIONS Program Coaching Contract

This agreement is entered into by the coach \_\_\_\_\_ (insert name and credentials) and the client \_\_\_\_\_ (insert name and address). The coach agrees to provide coaching services to the client through the LIONS Program (<https://tammyhamawi.com/lions/program>).

**Description of Coaching:** The LIONS Program is a partnership between the coach and the client, a thought-provoking and creative process that inspires the client to maximise personal and professional potential. It is designed to facilitate the creation and development of personal, professional, or business goals and to develop and carry out a strategy for achieving those goals.

### 1) Coach-Client Relationship

- a. The coach agrees to maintain the ethics and standards of behaviour established by the International Coach Federation “(ICF)” (*Coachfederation.org/ethics*). The client should review the ICF Code of Ethics and the applicable standards of behaviour.
- b. The client is solely responsible for creating and implementing his/her own physical, mental, and emotional decisions, choices, actions, and results during the LIONS Program.
- c. The client understands that the LIONS Program is not therapy and does not substitute for therapy.
- d. The client may terminate or discontinue the coaching relationship at any time.
- e. The client acknowledges that the LIONS program is a comprehensive process that may involve different areas of his/her life, including work, finances, health, relationships, education, and recreation. The client agrees that deciding how to handle these issues, incorporate the LIONS Program’s principles into those areas, and implementing choices is exclusively the client’s responsibility.
- f. The client acknowledges that the LIONS Program does not involve the diagnosis or treatment of mental disorders as defined by the American Psychiatric Association and that the program is not to be used as a substitute for counseling, psychotherapy, psychoanalysis, mental health care, substance abuse treatment, or other professional advice by legal, medical, or other qualified professionals. It is the client’s exclusive responsibility to seek such independent professional guidance as needed. If client is currently under the care of a mental health professional, it is recommended that the client promptly inform the mental health care provider of the nature and extent of the coaching relationship agreed upon by the client and the coach.
- g. The client understands that in order to enhance the LIONS program, he/she must

communicate honestly, be open to feedback and assistance, and create the time and energy to participate fully in the program.

## 2) Services

The parties agree to engage in a \_\_\_(12 or 18)-month coaching program, which will take place in 10 sessions of 6 hours each, from 10am–4pm, unless otherwise agreed in writing by client and coach. The coach will be available to the client by email and voicemail in between scheduled meetings as defined by the coach.

## 3) Schedule and Fees

- a. This coaching agreement is valid as of \_\_\_\_\_ (insert date).
- b. The fee is \_\_\_\_\_ (amount) per month, due to be paid on \_\_\_\_\_.
- c. The first 10 sessions of the program are 6 hours long. Sessions 11 and 12 are 90-minute video calls between the coach and client.
- d. The refund policy in effect for the term of this agreement is as follows:
  - i. If the client decides to discontinue the program after the first session, the coach will refund 85% of the program cost.
  - ii. After the first session, there are no refunds for the program.

## 4) Procedure

The time of the coaching sessions will be determined by the coach and client based on a mutually agreed-upon time. All sessions will need to be booked ahead of time using Calendly.

The coach and client will meet and communicate through one of the following platforms: Zoom, Skype, FaceTime, or WhatsApp. At the outset of the coach and client's work together, the coach and client will determine the platform that best suits the client's needs.

If the client needs to change the date or time of a session, he/she must notify the coach a minimum of 48 business hours in advance. If the client does not notify the coach at least 48 business hours in advance, he/she will lose the full-day session. An alternative two-hour phone session can be scheduled as a make-up option.

## 5) Confidentiality

This coaching relationship, as well as all information (documented or verbal) that the client shares with the coach as part of the LIONS Program, is bound by the principles of

confidentiality set forth in the ICF Code of Ethics. However, please be aware that the coach–client relationship is not considered a legally confidential relationship and thus communications are not subject to the protection of any legally recognised privilege. The coach agrees not to disclose any information pertaining to the client without the client’s written consent. The coach will not disclose the client’s name as a reference without the client’s consent.

*Confidential Information* does not include information that: (a) was in the coach’s possession prior to its being furnished by the client; (b) is generally known to the public or in the client’s industry; (c) is obtained by the coach from a third party, without breach of any obligation to the client; (d) is independently developed by the coach without use of or reference to the client’s confidential information; or (e) the coach is required by statute, lawfully issued subpoena, or by court order to disclose; (f) is disclosed to the coach and as a result of such disclosure the coach reasonably believes there to be an imminent or likely risk of danger or harm to the client or others; and (g) involves illegal activity. The client also acknowledges his or her continuing obligation to raise any confidentiality questions or concerns with the coach in a timely manner.

## **6) Release of Information**

The coach engages in training and continuing education pursuing and/or maintaining ICF (International Coach Federation) credentials. That process requires the names and contact information of all clients for possible verification by ICF. By signing this agreement, you agree to have *only* your name, contact information, and start and end dates of coaching shared with ICF staff members and/or other parties involved in this process for the sole and necessary purpose of verifying the coaching relationship (no personal notes will be shared).

Client agrees \_\_\_\_\_ Client refuses \_\_\_\_\_

According to the ethics of our profession, topics may be anonymously and hypothetically shared with other coaching professionals for training, supervision, mentoring, or evaluation, and for coach professional development and/or consultation purposes.

## **7) Cancellation Policy**

If the client needs to cancel a session, he/she must give the coach notice a minimum of 48 business hours in advance.

In the event of a cancellation, the client should schedule a 180-minute make-up video

session no more than 7 days after the original scheduled session, so that the client does not miss any crucial learning before advancing to the next stage and session. Since each stage of the LIONS Program brings new knowledge and direction to the client, the client should experience all of the stages as designed so the client can effectively manifest change in his/her habits and actions.

In the event of grave and extreme circumstances where the client can no longer attend sessions and therefore needs to cancel, the coach will hold the client's spot for up to six months. During those six months, the client can resume work in the program at any time. In these circumstances, the client needs to arrange this rescheduling with the coach so that a special process can be set up to accommodate the client.

If, after six months, the client is still unable to proceed with the program, the coach understands that circumstances outside of the client's control have taken place, and therefore this will be considered an early exit of the program and completion of the contract.

#### **8) Record Retention Policy**

The client acknowledges that the coach has disclosed his/her record retention policy with respect to documents, information, and data acquired or shared during the term of the coach–client relationship. Such records will be maintained by the coach in a format of the coach's choice (print or digital/electronic) for a period of no more than six months. Six months after the client has completed the program, all his/her records will be deleted.

#### **9) Termination**

Either the client or the coach may terminate this agreement at any time. The client agrees to compensate the coach for all coaching services rendered through and including the effective date of termination of the coaching relationship.

#### **10) Limited Liability**

Except as expressly provided in this agreement, the coach makes no guarantees, representations, or warranties of any kind or nature, express or implied, with respect to the coaching services negotiated, agreed upon, and rendered. In no event shall the coach be liable to the client for any indirect, consequential, or special damages. Notwithstanding any damages that the client may incur, the coach's entire liability under this agreement, and the client's exclusive remedy, shall be limited to the amount actually paid by the client to the coach under this agreement for all coaching services

rendered through and including the termination date.

### **11) Entire Agreement**

This document reflects the entire agreement between the coach and the client, and reflects a complete understanding of the parties with respect to the subject matter. This agreement supersedes all prior written and oral representations. The agreement may not be amended, altered, or supplemented except in writing signed by both the coach and the client.

### **12) Dispute Resolution**

If a dispute arises out of this agreement that cannot be resolved by mutual consent, the client and coach agree to attempt to mediate in good faith for up to 30 days. If the dispute is not so resolved, and in the event of legal action, the prevailing party shall be entitled to recover attorney's fees and court costs from the other party.

### **13) Severability**

If any provision of this agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If the Court finds that any provision of this agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

### **14) Waiver**

The failure of either party to enforce any provision of this agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this agreement.

### **15) Applicable Law**

This agreement shall be governed and construed in accordance with the laws of New South Wales, Australia, without giving effect to any conflicts of laws provisions.

### **16) Binding Effect**

This agreement shall be binding upon the parties.

Please sign and return this contract prior to your first scheduled coaching meeting.  
Retain one copy for your records and email the other to:

**Coach and Address:**

**CLIENT:**

Name/Title:

Address:

Signature:

Date:

**LIONS COACH:**

Name/Title:

Signature:

Date: