Coaching agreement

Between [your business name] (the coach) and [client name] (the client), dated [date]

1. What coaching is, and isn't

Coaching is a partnership to help you reach goals you choose. It isn't therapy, counselling, medical care, or financial or legal advice. If you need any of those, I'll suggest you see a qualified professional, and we can decide together whether coaching continues alongside it.

2. The program

[Number] sessions of [length] minutes, [weekly / every two weeks], by [video / phone / in person], starting on [date]. Sessions not used by [end date] expire, unless we agree otherwise in writing.

3. Fees and payment

The program costs [total price]. You pay a deposit of [deposit] when you sign this agreement, and it counts toward the total. The balance of [balance] is due [before our first session / in monthly payments]. If you pay monthly, you'll make [number] payments of [amount], due on the [day] of each month.

4. Moving and cancelling sessions

You can move or cancel a session at no cost with at least [24] hours' notice. A later change, or a session you miss, counts as used. Once during the program, I'll waive this for an emergency. If I need to move a session, I'll give you as much notice as I can and offer another time.

5. Refunds

If you end the program before our first session, I'll refund everything you paid except the deposit, which covers the time I set aside for you. After our first session, I'll refund the sessions not yet held [minus the deposit]. Sessions already held aren't refundable.

[If your clients live in the UK or the EU:] You can also cancel within 14 days of signing for a refund. If you ask me to hold sessions within those 14 days and then cancel, I'll refund what you paid minus the sessions we've already had.

6. Confidentiality

What you share in our sessions stays between us. I won't pass it on without your permission, unless the law requires me to, or I believe someone is at serious risk of harm.

[If an employer is paying:] I'll tell [sponsor name] only whether sessions took place and [what you agree they can hear], and nothing else without your permission.

7. Your choices and results

You decide what to work on and what to do between sessions. You're responsible for your own decisions and their results, and I can't promise any particular outcome.

8. Between sessions

You can reach me at [email or messaging app], and I'll reply within [2] business days. Short messages between sessions are included. Calls outside our sessions cost [rate per call / nothing extra].

9. Notes and recordings

I keep brief notes to prepare for our sessions and store them securely. Neither of us records a session without the other's agreement.

10. Ending this agreement

Either of us can end this agreement by writing to the other. Refunds follow clause 5. If I end it for any reason other than a breach of this agreement, I'll refund every session not yet held, including the deposit.

11. If something goes wrong

If you're unhappy with anything, tell me first at [email], and we'll try to put it right together within [14] days.

12. The law that applies

This agreement is governed by the law of [state or country].

13. Signatures

Coach: _____ Date: _____

Client: _____ Date: _____