

1. Definitions

- a. The 'Coach', Della Judd Ltd, leads the coaching sessions
- b. The 'Sponsor' is the contracted business lead where applicable
- c. The 'Client' is the individual recipient of the coaching sessions

2. Confidentiality.

- a. The Coach will maintain confidentiality for the Client and Sponsor at all times apart from the following exclusions:
 - i. In supervision sessions for the Coach's personal development
 - ii. In the event of a duty of care issue arising
 - iii. In the event of any other illegality or ethics issue arising
- b. The Sponsor and Client will maintain confidentiality for the coach

3. Code of Ethics – all parties agree to abide by the ICF Code of Practise which can be found on www.dellajudd.co.uk.

4. Intellectual Property

- a. Documents produced to facilitate the coaching remain the property of Della Judd Ltd and should not be reproduced without permission.

5. Contracts and Payment Terms – Coaching

- a. The Sponsor / Client will agree up front to an initial number of sessions with the rates agreed in writing, which can be by email.
- b. Payment to be received prior to each session invoiced to the bank account detailed within the invoice. No other form of payment will be accepted.
- c. Additional costs such as travel and other expenses will be included in any quotation and subsequent invoice.
- d. Additional coaching sessions will be re-quoted and agreed as and when required.
- e. Late payments may result in the following sessions being postponed until payment is received.

6. Non-attendance / Cancellation policy

- a. Sessions must be cancelled or postponed with at least 7 days notice for a full refund / new date to be assigned
- b. Cancellations between 7 – 1 day will incur a 50% fee if the session slot cannot be rebooked
- c. Cancellations on the day are non-refundable

7. General Data Protection Regulation

Records such as name, address, email address, phone number and other such information that allows the Coach to carry out business, undertake marketing and communicate with the Sponsor and Client will be kept. The Coach will retain the information for up to 7 years in order that repeat work with the client can be followed up.

- a. The Client can ask for this information to be deleted at the end of the coaching relationship.

8. Subscribing to mail lists / website

- a. By registering your name and email address on to the website you are agreeing to be contacted.
- b. You can change your mailing preferences at any time and will be removed from the database.

9. Publicity

- a. Della Judd Ltd is keen to obtain publicity for work undertaken on behalf of clients. This could be for both internal and external publicity. Permission to attribute your work externally will always be obtained in advance. Notwithstanding this condition, we assume the right to use references, feedback or testimonials in proposals or other similar submissions made to other prospective clients, unless you expressly prohibit such disclosure.