

TERMS AND CONDITIONS

1. What's included?

Your Coaching Package includes:

- 1 hour Coaching Session **via phone**.
- Follow up email with a summary of the session and suggested exercises/activities to complete between sessions.
- Access to proven tools and templates (depending on the session).
- Brief email communication in between sessions for check-ins and quick problem solving.

Your Coaching Package doesn't include:

- A pre-session briefing. We have a 20-minute free Discovery Call available to members to discuss their hopes and requirements for the Coaching Sessions. These can be booked via our website.
- Review of client documents prior to, or in between Coaching Sessions (when required, documents can be reviewed during the session or outside the session "on the clock").
- Phone calls to discuss coaching matters in between sessions.
- Extensive email communication in between sessions. This communication will be directed into a future coaching session.

2. Payment

- Coaching Sessions must be pre-paid in full via The Design Coach website.
 - Clients have a Cooling Off period of 48 hours after purchase to cancel the sessions and receive a full refund (unless within 24 hours of the first scheduled session).
 - Cancellation of Coaching Sessions after 48 hour Cooling Off period will forfeit payment.
 - Cancellation/rescheduling of a Coaching Session with less than 24 hours' notice will forfeit the payment for that session.
 - No show for a Coaching Session will forfeit payment for that session.
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3. Booking Sessions

- For new Coaching Clients, a Questionnaire will be sent to you after full payment for the Coaching Sessions has been received.
- Once the Coaching Questionnaire is received by TDC we will schedule your first session.
- For returning Coaching Clients, once full payment is received we will schedule your first coaching session.
- Timeslots available for coaching will vary. We will endeavour to book your session at the first most convenient time for both parties.
- To maintain momentum, we recommend booking sessions with regularity. Ideally spaced a fortnight apart, although this will depend on each individual circumstance.

4. Intellectual Property

- Any of the information (tools, templates, systems and processes) shared in our sessions is considered the Intellectual Property of The Design Coach. Clients should consult with The Design Coach prior to sharing with anyone. Forward sale of any of the content will be considered in breach of copyright.

5. Disclaimer

- All advice given in our Coaching Sessions is considered as a guide for reference only and designers are encouraged to research and develop systems and processes that suit their own business and preferred method of operation.
- Designers should understand that the information shared (tools, templates, systems and processes) is not subject to the authorisation or approval of any formal industry bodies.

6. Confidentiality

- The Design Coach will not disclose any information you indicate is confidential.
 - All information shared in Coaching Sessions will remain private and secure.
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