

## **1. Introduction**

Welcome to CareGivers Connection Coaching. These Terms and Services govern the use of this website and our services. By accessing or using our services, you agree to comply with and be bound by these terms. (Note: The person reading this is the “client”)

## **2. Services Provided**

- We offer coaching services in life, wellness, health, and business coaching. Our services are designed to support and guide you, but results are not guaranteed as they depend on individual effort and circumstances.
- Coaching does not provide treatment, therapy, or diagnosis and so clients must see their physician, therapist or qualified helping professional for such needs. The client understands that if Meg or Karen feels that seeing a therapist would be beneficial for them, they will refer the client to one.

## **3. Payment and Fees**

Clients are required to pay for services in advance. Payment can be made via credit card/debit card on the website. All fees are non-refundable except as required by law or as otherwise agreed upon in writing.

## **4. Client Responsibilities**

- Clients are expected to participate actively in coaching sessions and complete any assignments or activities agreed upon to make their sessions positive and useful. Not to do so may affect the outcome of the coaching services.
- Clients are expected to understand that they are the expert in their own life. They are expected to acknowledge full responsibility for their emotions, beliefs, and actions.

## **5. Confidentiality**

- We are committed to maintaining the confidentiality of all client information. We will not disclose any personal information without your consent, except as required by law.
- All clients, when participating in group coaching sessions or trainings where others are speaking/sharing, are expected to wear headphones to keep all private information confidential if others will be in their same room or passing by.
- Clients will not disclose personal information of others with anyone outside of their coaching groups without individual written consent.

## **6. Cancellation and Rescheduling**

- Clients must provide at least 24 hours' notice to cancel or reschedule a session. Not to do so may result in a forfeited session fee.
- Clients understand that coaching sessions are either via phone, Zoom video conferencing, or in person and the client is responsible for attending the session.

## **7. Intellectual Property**

- All materials provided during the coaching sessions are the intellectual property of Meg Hanshaw PhD and/or Karen Campbell DSW and are for personal use only. You may not distribute, reproduce, or use these materials for commercial purposes without our express written consent.
- The client understands that if they agree to a video recording of their coaching or training session for any purpose, Meg Hanshaw or Karen Campbell will have exclusive rights to these videos which will not be shared with me or any other person, UNLESS there is another agreement made between them. If a video of a coaching session is shared with a client, they agree that they will not share the video(s) with anyone else because of copyrighted and personal material that is on the video.

## **8. Limitation of Liability**

Meg Hanshaw PhD or Karen Campbell DSW shall not be liable for any indirect, incidental, special, or consequential damages arising from the use of our services. Our total liability shall not exceed the amount paid by the client for the services.

## **9. Governing Law**

These terms shall be governed by and construed in accordance with the laws of North Carolina USA and Canada. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of these courts.

## **10. Changes to Terms**

We reserve the right to modify these terms at any time. Any changes will be posted on our website, and continued use of our services constitutes acceptance of the new terms.

## **11. Contact Information**

If you have any questions or concerns about these terms, please contact us at [meghanshawphd@gmail.com](mailto:meghanshawphd@gmail.com)