

TERMS AND CONDITIONS FOR SHARI WILLIAMS COACHING, LLC

www.shariwilliams.com

Effective date: 1st December 2023

1. Introduction

Welcome to Shari Williams Coaching, LLC. We specialize in providing life coaching, personal coaching, executive coaching, and business coaching services. Our aim is to support and guide you in achieving your personal and professional goals. By engaging our services, you agree to the following terms and conditions which govern our relationship and the services provided.

2. Acceptance of Terms

By utilizing our services, you acknowledge that you have read, understood, and agreed to be bound by these terms and conditions. If you do not agree with any part of these terms, you should not proceed with using our services.

3. Description of Services

Shari Williams Coaching, LLC offers a range of coaching services tailored to meet your individual needs. These services may include, but are not limited to, life coaching, personal growth coaching, executive coaching, and business strategy coaching. Our services are designed to facilitate personal and professional development, helping you to identify and achieve your goals.

4. Coaching Schedule

All coaching sessions will be scheduled in advance by mutual agreement. We understand that flexibility is important and will endeavor to accommodate your scheduling needs. Sessions can be booked up to 3 months in advance. The frequency of sessions will be based on a professional assessment of your requirements and can be adjusted throughout the coaching process by mutual agreement.

5. Session Format

Coaching sessions may be conducted face-to-face (at a mutually agreed venue), via Skype, telephone, or other formats as agreed upon. Unless otherwise arranged, for Skype and telephone sessions, the client is responsible for initiating the call at the agreed time. Shari Williams Coaching, LLC commits to being available and prepared for each scheduled session.

6. Session Fees

Fees for coaching sessions are based on the current pricing structure for individual sessions or a program of sessions. All fees will be communicated and agreed upon in writing (usually via email) prior to the commencement of the services. Payment for sessions is required in advance unless a different arrangement has been agreed upon. The number of sessions and the payment schedule will be confirmed before coaching sessions begin.

7. Additional Sessions

Additional coaching sessions beyond the initial agreement may be provided subject to availability. The terms and conditions outlined herein will apply to any such additional sessions. The fee per session will remain as originally agreed unless a change is notified in

writing. Any variation to these terms, including changes to fees, will be communicated in writing and will require mutual agreement.

8. Payment Terms

Payment for coaching services can be made via various methods including credit/debit card, bank transfer, or other agreed-upon methods. All payments are due in advance of each coaching session, unless a different payment schedule has been mutually agreed upon. Late payments may incur additional charges, and Shari Williams Coaching, LLC reserves the right to suspend services until payment is received.

9. Client Responsibilities

As a client of Shari Williams Coaching, LLC, you agree to engage actively in the coaching process. This includes being open and honest in communications, completing any agreed-upon tasks or exercises, and attending scheduled sessions punctually. You acknowledge that your progress and success depend on your commitment and efforts, and you accept sole responsibility for your actions and decisions.

10. Coach Responsibilities

Shari Williams Coaching, LLC commits to maintaining the highest standards of professionalism and confidentiality in providing coaching services. The coach will conduct all sessions with the utmost respect for the client's goals and wellbeing, providing guidance and support in line with best coaching practices.

11. Confidentiality

Shari Williams Coaching, LLC strictly maintains the confidentiality of all client information and communications. Personal and business information shared during coaching sessions will not be disclosed to third parties without prior consent, except as required by law or to prevent harm to the client or others. All records and notes from sessions will be kept secure and confidential.

12. Intellectual Property

All materials provided during coaching sessions, including but not limited to worksheets, handouts, and digital content, are the intellectual property of Shari Williams Coaching, LLC. These materials are provided for personal use only and may not be reproduced, shared, or distributed without explicit permission.

13. Cancellation and Rescheduling Policy

Clients are required to provide at least 48 hours' notice to cancel or reschedule a session. Failure to provide sufficient notice will result in the forfeiture of the session fee. In exceptional circumstances, Shari Williams Coaching, LLC may need to reschedule a session, in which case clients will also be given at least 48 hours' notice.

14. Refunds

Please refer to the Refund policy for more information on this section.

15. Disclaimers

Shari Williams Coaching, LLC provides coaching services for personal and professional development purposes only. The coaching services are not intended to be a substitute for professional advice, diagnosis, or treatment. The client is solely responsible for their own

decisions, actions, and results arising from the coaching sessions. Shari Williams Coaching, LLC does not guarantee any specific outcome or result from the coaching services. Shari Williams Coaching, LLC is not liable for any direct, indirect, incidental, consequential, or punitive damages arising from or related to the coaching services. The client agrees to indemnify and hold harmless Shari Williams Coaching, LLC from any claims, losses, or damages arising from or related to the coaching services.

16. Between Sessions

Clients may be assigned tasks or exercises to complete between coaching sessions. Completion of these tasks is voluntary but is recommended to facilitate progress. Clients are welcome to contact Shari Williams Coaching, LLC for clarification on any matter arising from a coaching session or for administrative purposes. Additional coaching outside of scheduled sessions may incur an additional fee.

17. Feedback and Complaints

Shari Williams Coaching, LLC values feedback and is committed to continuous improvement. Clients are encouraged to provide feedback during or after the coaching process. Any complaints or concerns about the coaching services should be addressed directly to Shari Williams Coaching, LLC for resolution.

18. Data Protection and Privacy

Shari Williams Coaching, LLC is committed to protecting the privacy and security of clients' personal information. We comply with all applicable data protection laws and regulations. Information collected from clients is used solely for the purpose of providing coaching services and managing our relationship with the client.

19. Technology Use

The use of technology in coaching sessions, including online communication tools, is subject to risks related to confidentiality and data security. Shari Williams Coaching, LLC takes reasonable steps to secure communication channels but cannot guarantee complete security. Clients accept the risks associated with the use of technology in coaching services.

20. Termination of Services

Either party may terminate the coaching agreement at any time. If Shari Williams Coaching, LLC decides to terminate the service early due to circumstances such as client's inappropriate behavior, conflict of interest, or other significant reasons, the client will be given reasonable notice and refunded for any sessions not provided. Clients can also choose to terminate the service at any time but may not be entitled to a refund for sessions already conducted.

21. Dispute Resolution

In the event of a dispute arising from or in connection with these terms and conditions, the parties will first attempt to resolve the issue through mutual negotiation. If the dispute cannot be resolved informally, the matter will be subject to mediation or legal proceedings as necessary.

22. Changes to Terms and Conditions

Shari Williams Coaching, LLC reserves the right to modify these terms and conditions at any time. Changes will be effective immediately upon communication to the client, except where

an existing agreement specifies otherwise. Clients will be notified of any such changes in writing, and continued use of our services after such changes will constitute acceptance of the new terms.

23. Governing Law and Jurisdiction

These terms and conditions and any dispute or claim arising out of or in connection with them are governed by and construed in accordance with the laws of the State of the United States where Shari Williams Coaching, LLC, is based. The courts of the same State, in the United States, will have exclusive jurisdiction to settle any disputes or claims.

24. Entire Agreement

These terms and conditions constitute the entire agreement between Shari Williams Coaching, LLC and the client, superseding all prior agreements, discussions, or representations, whether oral or written. No other agreement, statement, or promise made on or before the effective date of this agreement will be binding on the parties.

25. Acknowledgment and Signature

Upon using our site and any of our service, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions. This agreement may be executed in counterparts, each of which shall be deemed an original, and all of which together shall constitute one and the same agreement.