



Coaching Agreement, Terms & Conditions

Please take the time to read this thoroughly to maximize the benefits of your coaching journey and ensure mutual understanding.

RESPONSIBILITY

- **Your Coach:** Will do everything possible to support you in achieving your results and desired outcomes.
- **You:** Are responsible for the cause of all change in your life.
- **Collaboration:** Your Coach will work with you to identify solutions and offer suggestions, options, and advice based on their experience, training, and appropriate information.
- **Decisions:** You accept full responsibility for all decisions and courses of action.

CONFIDENTIALITY

Your Coach will not divulge that you are in a coaching relationship without your express consent. You are free to discuss the coaching relationship with anyone at any time.

SCHEDULING

All Coaching Sessions are scheduled in advance by direct agreement between you and your Coach. If you cannot attend a scheduled Coaching Session, you are fully responsible for informing your Coach and arranging an appointment at least 48 hours in advance. Otherwise, the session will be deemed forfeit, with full charge applicable. You are responsible for rescheduling via phone or email (and receiving a reply).

TASKING

Tasks are assigned to assist in accelerating your change and the achievement of your desired results. It is advisable to take responsibility for your assignments and keep yourself accountable in pursuing your optimal growth and development.

FREE EXTRA TIME

- **Catch Up Calls:** There is no extra charge for brief "catch up calls" between your Coaching Sessions, whether to discuss an issue or concern or share something great! Your Coach provides this free additional service to give you superior value and results.
- **Email Access:** Your Coach is available during the week via email to share wins, seek clarity on actions, or review minor issues. Again, there is no charge for any brief "catch-up emails."

TERMS & CONDITIONS

Please also take the time to read this thoroughly. They are part of your agreement with your Coach.

- **Cancellation Policy:** You may cancel the agreement and payments within five business days of the date indicated for a full 100% refund minus the cost of any products delivered, such as an intake session. Cancellation of coaching with a 100% refund is only possible in the period between the intake and before the 1st official session. At any other point, the period of use will be subtracted from the Coaching package fee plus 10% transaction costs.
- **Notice of Cancellation:** Must be in writing and delivered by email to info@alexanderMTD.com or by Whatsapp at least 24 hours in advance. No refunds, credits, or rescheduling of the session lost is available for no-shows.

PROGRAM TERMS

- **Coaching Programs:** Are created and sold as whole packages and cannot be partially completed. If you are enrolled in continuing Coaching for a number of sessions, unused sessions due to quitting the Program may not be eligible for a refund, credit, or transfer.
- **Suspending Membership:** Support memberships with monthly fees may only be canceled at the end of every month via email to info@alexanderMTD.com.
- **Payment:** All Coaching packages must be paid in full before the commencement of the Coaching journey. The intake fee may be paid separately, seven days before the Intake call.

INTELLECTUAL PROPERTY

All material relating to the Program is subject to copyright and other intellectual property rights. All materials may not be recorded, used, or reproduced without the written permission of the owner.

INDEMNIFICATION

You understand that all action taken is performed voluntarily and is your own responsibility. Clients should seek independent professional advice before undertaking any physical, business, or investment actions.

AGREEMENT

By entering into a Coaching Agreement either by signing a Coaching Agreement with The Creatives Coach or paying any amount to your Creatives Coach, you agree to abide by the terms and conditions set out above.