

Susan Costello, Certified Professional Life Coach
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Coaching Policies and Logistics

Finances: Sessions are paid for up front a month ahead of time. I will let you know when it is time to pay and I request that I receive the payment within a week.

Logistics: You call (or Skype) me at the appointed time. If I don't hear from you within five minutes, I will attempt to reach you. If you call late, I cannot promise that you will get your whole time. Please be prepared for the call by emailing the Call Preparation Form. At the very least, plan in your head what you would like to focus on and get out of the session. The more you put into the coaching, the more you will get out.

Time Commitment: I ask that you make a three month commitment to the coaching to give it a chance to full work for you. It is month to month after that. This is a psychological commitment, not a financial one.

Termination: Please give me (and us) a minimum of two weeks notice if you feel you are ready to end the coaching. That will give us time to tie up loose ends and help you plan for your life post-coaching.

Cancellation Policy: I require 48 hours notice of cancellation or you will be charged a \$50 fee, which will be subtracted from monies already paid. If you cancel on the day of the appointment, you will lose the entire session amount. The exception to this is if there is an actual **emergency**. If you would like to change to another appointment on the very same day, and I am able to do that for you, that will not be considered a cancellation. _____ (initial here indicating you understand this policy.) With time-sensitive messages such as appointment changes, leave a message on my voice mail (versus email) as that is checked more often and regularly.

The services to be provided by me, Susan Costello, are coaching or tele-coaching, as designed jointly by the client. Coaching is not advice, therapy or counseling. All information provided to me will be kept strictly confidential.

Throughout our working relationship, we will continue to engage in very direct and personal conversations. You can count on me to be honest and straightforward, asking questions and making requests. The purpose of our interaction is to remind you of your initial intention(s) and coach you to realize those intentions. At all times, I would request that you keep the lines of communication open and give feedback when you notice something working or not working in the coaching. Remember: this is a partnership! The power of the coaching relationship can only be granted by you.

I have read the aforementioned policies and understand how the coaching works. (Please either email back to me with your name typed in, or through the mail.

Signed,

Date: _____