

Woodland Walking Health Coaching

Client Information & Coaching Agreement

Welcome. I'm glad you're here.

Woodland walking coaching combines health coaching with time outdoors. Walking side by side can offer a different kind of space to talk, think things through and explore changes you'd like to make to your health and wellbeing.

This document explains how we'll work together, what you can expect from me and the practical arrangements for our sessions. Please read it before we meet.

By booking and paying for your session, you confirm that you have read and understood this agreement.

1. How coaching works

Health coaching is a collaborative process. We'll explore what matters to you, what might be getting in the way and what changes could work within the reality of your life.

My role is to listen without judgement, ask questions, offer relevant resources and support you to explore your options. You remain the expert in your own life and in charge of the choices you make.

There's no prescribed route or expectation that you need to arrive with a particular goal. We'll work and walk at your pace, taking time to think and reflect as we walk.

Coaching is not about getting everything right. It's about finding a way forward that works for you.

2. My role and professional boundaries

I'm Laura Williams, a qualified health coach and registered member of the UK & International Health Coaching Association (UKIHCA). I hold professional indemnity and public liability insurance with Balens and an Outdoor First Aid certificate.

I bring experience of health and wellbeing within the NHS, alongside professional health coaching training and practice, plus I'm a qualified Nature-Based Practitioner.

My role is to support you to explore your health and wellbeing, develop confidence and identify realistic ways forward. I do not diagnose conditions, prescribe medication or provide medical treatment or advice.

Coaching is not a substitute for medical care, psychotherapy or other specialist support. If you have a health concern or are considering changes that could affect your health, please seek advice from an appropriate healthcare professional.

I may suggest seeking additional support where this would be appropriate.

3. What to expect from a woodland walking session

Sessions last up to 60 minutes and take place on an agreed woodland or nature-based route. Each session is personalised to you, your needs and what you would like to get from our time together.

We'll walk at a comfortable pace, with opportunities to pause, sit, observe our surroundings or spend a little time in silence. You don't need to be particularly fit, have any experience of walking in woodland or know exactly what you want to talk about.

If you'd like to spend more time exploring a particular issue or making progress with a goal, you can book up to three consecutive 60-minute sessions. This can work well as a more intensive coaching morning or afternoon, giving us additional time to think, reflect and explore things in greater depth, with breaks as needed.

We can also incorporate elements of forest therapy into our time together, where this fits with your interests and intentions. We'll discuss what feels right for you beforehand, so the session reflects what you need rather than following a prescribed format.

Please let me know beforehand about any health conditions, mobility needs, allergies or other considerations that may affect your participation. This will help us agree a suitable route and make reasonable adjustments where possible.

Practical considerations

Woodland paths may be uneven, muddy, slippery or affected by weather and seasonal conditions. There may be roots, slopes, stiles, insects, wildlife and other natural hazards. Walking outdoors carries some risk, which we'll take reasonable steps to minimise.

Please wear suitable footwear and clothing for the conditions, bring water if needed and follow any safety guidance we agree. You are responsible for letting me know if you feel uncomfortable, unwell, tired or unable to continue.

You can ask to slow down, pause or stop at any time. We can adapt the session where possible, but I may need to end it if continuing would be unsafe.

I carry a mobile phone, with the What3Words app, and a first aid kit.

Venue costs and mileage

If our agreed venue charges an entry or admission fee, this will be added to the coaching session fee. Venues more than 10 miles from my base may also incur a mileage charge.

I'll provide a full breakdown of all costs before confirming your booking, so you know exactly what to expect. There's no obligation to book at any stage of our discussions.

4. Weather and changes to arrangements

Outdoor conditions can change. If the weather, ground conditions or another circumstance makes a session unsuitable or unsafe, we'll discuss rescheduling or an alternative arrangement.

I'll contact you if I need to change a session. If you have concerns about the conditions, please contact me before we meet.

We'll agree the meeting point, route and any relevant practical details in advance. Please arrive on time and let me know as soon as possible if you're delayed or cannot find the meeting point.

5. Fees, booking and cancellation

Sessions are arranged directly with me by email or by booking a free discovery call. We'll agree the date, time, meeting point and fee before confirming your booking.

Payment is due at the time of booking, unless otherwise agreed. Any fees or packages agreed at the time of booking will be honoured.

Please give at least 24 hours' notice if you need to cancel or reschedule. Cancellations with less than 24 hours' notice, or non-attendance, may be charged in full. Any admission fees already incurred will be deducted from any refunds.

If I need to cancel, including because of unsuitable weather or safety concerns, we'll arrange an alternative date or discuss an appropriate refund.

Any prepaid sessions that are unused when coaching ends will be dealt with fairly, taking account of the arrangements agreed at the time of booking and any applicable legal rights.

6. Confidentiality and privacy

Our conversations are private, and I will treat what you share with care and respect. However, woodland is a public or shared environment, so I cannot guarantee that other people will not see us or overhear parts of our conversation. We can pause or change our conversation if someone comes within earshot.

There are limits to confidentiality. I may need to share relevant information where required by law or where there is a serious concern about your safety or someone else's safety. Where appropriate, I will aim to discuss this with you first.

I store personal information securely and use it for purposes connected with providing and managing your coaching. I do not share your personal information without your consent unless there is a lawful basis to do so.

As part of my professional development and registration requirements, I receive health coaching supervision. I may discuss aspects of my coaching practice with my supervisor, taking care to protect your identity and maintain confidentiality.

I retain client records securely in line with my record-retention arrangements and applicable data protection requirements. You can request access to the personal information I hold about you and exercise your rights under data protection law, subject to applicable exceptions.

My full Privacy Policy can be found on my website.

7. Your responsibilities and informed consent

By choosing to take part, you confirm that:

- You understand the purpose and limitations of health coaching.
- You will take responsibility for your own decisions and actions.
- You will tell me about relevant health considerations or advice that may affect your participation.
- You understand that walking outdoors involves some inherent risk and will take reasonable care for your own safety.
- You will let me know if you need to pause, change the pace or stop.
- You understand that coaching outcomes cannot be guaranteed.

You are welcome to ask questions about any aspect of our work together, at any time.

8. Ending coaching

You can choose to stop coaching at any time. I may also end our coaching relationship if I believe it is no longer appropriate or beneficial, or if I cannot safely provide the service.

If any sessions have been prepaid, we'll agree a fair arrangement for unused sessions, subject to the original booking terms and applicable legal rights.

9. Responsibility and liability

I will take reasonable care in planning and delivering our sessions, including considering the route, conditions and information you share with me.

You remain responsible for your own choices and for taking reasonable care of your safety during the walk. I cannot guarantee particular coaching outcomes.

Nothing in this agreement excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence.

10. Governing law

This agreement is governed by the laws of England and Wales, subject to any mandatory legal protections that apply to you.

Before we meet

Please get in touch if you have any questions or would like to discuss accessibility, the route or what to expect. We can agree the practical details together so you feel comfortable about coming along.

I'm looking forward to walking with you.

Laura Williams

Health & Wellbeing Coach

www.laurawilliamscoaching.com