

Health Coaching Agreement & Client Information

Thank you for choosing to work with me. This document brings together everything you need to know about how coaching works, what you can expect from me, and the important information I need to share with you.

By booking and paying for your first session, you confirm that you have read and agreed to the terms below.

1. Purpose of Coaching

Health coaching is a supportive, collaborative process where we explore your health and wellbeing goals and create realistic steps towards positive change. I provide guidance, encouragement, and accountability - but you remain in charge of your own choices.

2. My Role

- I am a qualified health coach and a registered member of the UK & International Health Coaching Association (UKIHCA).
- I hold professional indemnity and public liability insurance with Balens.
- My role is to support, guide, and empower you - not to diagnose, prescribe, or treat medical conditions.

3. Disclaimer

- I am not a doctor, therapist, or dietitian.
- Coaching is not a substitute for medical care.
- I will not prescribe medication or offer medical treatment.
- If you have or suspect a medical condition, you should consult your GP or another qualified healthcare professional before making changes to your diet, exercise, or lifestyle.
- All decisions you make following our sessions are your responsibility.

4. Informed Consent

By working with me, you acknowledge and agree that:

- You understand the role and limits of health coaching.
 - You accept full responsibility for your own health, wellbeing, and lifestyle choices.
 - You will let me know about any relevant health conditions or medical advice you have received.
 - You understand that results cannot be guaranteed, as outcomes depend on your own effort and commitment.
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5. Session Arrangements

- Format: Sessions may take place in person, by phone, or online.
 - Length: Each session lasts up to 60 minutes.
 - Frequency: You are free to choose how often you'd like sessions (weekly, fortnightly, monthly, or as needed).
 - Booking: Sessions must be scheduled in advance. (www.laurawilliamscoaching.com)
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6. Fees & Payment

- Fees are as described on my website and subject to change. Any prearranged sessions or package fees will be honoured at the time of booking.
 - Payment is due at the time of booking.
 - Payments can be made via online payment system at time of booking (www.laurawilliamscoaching.com)
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7. Cancellations & Changes

- Please give at least 24 hours' notice if you need to cancel or reschedule.
 - Cancellations made with less than 24 hours' notice may be charged in full.
 - Refunds are not provided for unused or missed sessions unless otherwise agreed.
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8. Confidentiality & Data Protection

- Everything you share in coaching sessions is kept private, unless I am legally required to disclose information (e.g. risk of serious harm).
 - In line with UK GDPR and the Data Protection Act 2018:
 - I will store your personal information securely and use it only for coaching purposes.
 - I will not share your details with third parties without your consent, unless legally required.
 - You have the right to access the information I hold about you, and to request corrections or deletion where appropriate.
 - I will keep client records securely for up to 7 years, after which they will be deleted or destroyed.
 - For full details, you can request a copy of my Privacy Policy.
 - Health Coaching Supervision is required for my professional affiliation. If discussing anything about your case I am obliged to keep your details confidential as is the Supervisor. This requirement is solely intended to develop my own coaching practice.
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9. Ending Coaching

- You may stop coaching at any time.
 - I may also end our coaching relationship if I feel it is no longer appropriate or beneficial.
 - If you have prepaid for sessions, we will agree a fair arrangement regarding any unused sessions.
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10. Limitation of Liability

I will always do my best to support you. However, you understand and agree that I cannot be held responsible for your decisions, actions, or outcomes, and that I do not guarantee specific results.

11. Governing Law

This agreement is governed by the laws of England and Wales (or Scotland/Northern Ireland, depending on your location).

12. Agreement

By booking and paying for coaching sessions, you confirm that you have read, understood, and agreed to this Health Coaching Agreement, including the disclaimer, informed consent, and privacy information above.

