

# Debra Russell, Certified Business Coach

## POLICIES & PROCEDURES

Before commencing your coaching program, please review the following Policies and Procedures. Please sign and date the bottom to indicate you understand these guidelines and agree to abide by them.

### Fees

Your monthly fees for your coaching sessions are paid in advance and include your ArtistsMBA Subscription. Your payment is due on or before the first day of every month unless other arrangements are made in advance. Late payments will incur a \$10.00 fee. Checks or credit card payments that are not honored by my bank will incur a \$20.00 fee. I accept Visa, MasterCard and Discover.

### Coaching Sessions

Coaching sessions for the month are scheduled prior to the beginning of each month by mutual agreement. You will call me at the appointed time at my office number. We will work around scheduling conflicts as necessary. And I will make every effort to accommodate your scheduling needs.

### Changes to Session Times

In order to reschedule coaching sessions, the client must provide at least 24 hours notice prior to the scheduled session time. When a scheduled session is missed by the client entirely, or when cancellations occur with less than the required 24 hours notice, the scheduled session will not be rescheduled and will count as one of that month's sessions. When 24 hours notice is provided prior to a cancellation, I will make reasonable efforts to reschedule the cancelled session during the same month. Please be aware, however, that the later in the month a cancellation occurs, the less likely I will be able to accommodate a rescheduled session. With very limited exceptions (such as a death in the family), sessions missed during the current month will not be carried over into future months. In that event, your total number of sessions for the given month will be reduced without reducing the monthly price. Should I act to postpone a session due to unforeseen changes in my schedule that session will not be considered missed and will be delivered even if it must be scheduled in a later month.

Please do not reschedule a session due solely to lack of preparation for a session (see Preparation for Sessions below). As I explain below (see Between Sessions) if you hit a block you should call me immediately. In a quick call, we can assess your situation, find ways around the blocks or change your actions as appropriate to your circumstances.

### No Guarantees Given

Your goals are yours; the purpose of coaching is to facilitate your work on your goals. I make no representation, guarantee or warranty that coaching will work for you in your particular circumstances. You agree to hold me harmless and indemnify me for the failure to achieve any or all of your goals and for any damages incurred by you directly or indirectly as a result of coaching.

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### Preparation for Sessions

You agree to complete all actions to which you have committed in each coaching session. If you cannot complete all actions, contact me as soon as you realize that you are unable to complete all actions. We will look at your options.

You must send me an update by fax or e-mail at least 24 hours before each session. In that update please provide any written material and a brief summary of what happened with each action. Feel free to send material up until the time of the session, but I cannot promise to have reviewed anything sent later than 24 hours before your session.

Please take a few minutes before each call to review your progress, your written actions and think about what you would like to get out of our call.

### Between Sessions

If you feel stuck or challenged between sessions, please do not struggle alone. I am available by phone during business hours, 10 am to 5 pm Monday through Thursday and 10 am to 4 pm on Friday and Saturday (all times Pacific Time). I am also available by e-mail and will respond within 24 hours to all e-mails and voice-mail messages, unless I notify you that I will be unavailable for a longer period of time.

### Problems

If anything occurs during a coaching session that concerns you or doesn't feel right, please inform me. My goal is to have an open, authentic and trusting partnership with you.

### Confidentiality

As part of coaching, you may share personal information with me. This information will never be disclosed to any third party without your consent, barring court order.

### Duration of This Agreement

Change takes time and commitment. Our initial agreement is for a minimum of 6 months of coaching, to be automatically continued and renewed every month unless and until you provide me thirty days' notice of your intent to discontinue. This means you agree to pay for and attend at least one month of coaching after providing such notice.

I agree to abide by the Policies and Procedures defined above.

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Client's Signature

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Client's Name and Date

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Coach's Signature

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Coach's Name and Date