

## policies & procedures

### welcome!

Greetings! I am very much looking forward to coaching you to accomplish exactly what you REALLY want. On a business note, I want you to be familiar with my policies and procedures. If you have any questions, just ask at our next session or phone or email me.

### payment

Payment needs to be *received prior to our first session* please. Your investment is then payable *in advance* on the first Monday day of the month for that current month's coaching sessions. If you choose to pay by credit card, your card will be automatically debited on the first Monday of the month and a statement sent to you. If you choose to pay by direct credit, please put your invoice number in the receiver's field so we can confirm you have paid.

I don't permit late payments, unless prior arrangements have been made. There will be a late charge of AUD\$25.00 for payments received after the first Monday of the month for that month's coaching sessions. If you are having a challenge, just let me know. Otherwise if you constantly pay late, I will ask that you find another coach. Timeliness is a standard that I value.

### procedure

Telephone me on +61 439 080 663 (0439 080 663 within Australia) for our scheduled sessions. Or click the Zoom link I sent you the day before our session. You may also email me at [belinda@belindam.com](mailto:belinda@belindam.com) and I will respond within 24 hours (on business days).

### changes

If you need to reschedule your session, please give me at least 24 hours notice. If you have an emergency, we'll work around it. If you must cancel a session, we will make it up during that month. There may be a time that I am forced to reschedule as well, but I will let you know at least a week in advance.

### extra time

You may call me between our sessions if you need advice, have a challenge or can't wait to celebrate a success with me. I do have time between our regular calls to speak with you, if needed. I enjoy providing this extra level of service. I do not charge for additional time of this type, but I ask that you keep the extra calls to 5 or 10 minutes each, please.

### problems

If I ever say or do something that disturbs you or doesn't feel right, please bring it up. I promise to make you right for it and do what is necessary to have you be satisfied. We will work on all things like this as a *team*. I value truth and expect you to tell me if I overstep.

### about confidentiality

A coach doesn't gossip. That means that what you are doing, how you are going, what you have accomplished, and your personal secrets are not discussed or hinted at by me to anyone else. From time to time, the person who referred you to me may ask how you are going? My stock answer: You will have to ask them. (Smile). My client list is confidential. People may know you are working with me, but that information won't come from me, it will only come from you.