



Terms and conditions individual coaching

Goal

The goals of the coaching program will be captured in an agreement between the client and coach. At the beginning of the program the coach and client will set a goal which will be the guiding line throughout the sessions. This goal will be approved by the coach and given to the client. In some occasions the coach will also be the client.

Coach is the person/company giving the coaching.

Coachee is the person receiving coaching.

Client is the person/company which is responsible for the invoice.

Amount of sessions

The amount of sessions will be captured in an agreement and must be approved by the client. If necessary for the purpose of achieving the set goal, there could be more sessions needed. Herefor the coach will always ask permission to the client and set a separate invoice.

Sessions with a third person

Such named third person sessions between the coach, coachee and client (usually the employer) can be essential to the program. It will only happen if the coachee and/or coach are satisfied with it this decision. This session will take place at the office of the client.

Progress and evaluation

At several points during the program there will be evaluation of the progress made by the coachee. If this might not be the case, there will be a change in work attitude or the coaching will stop without further obligations. Only the sessions which occurred will be on the invoice.

Confidentiality

The content of each session is confidential. The coach will not speak or share with other parties. If the client requires about the content, this will only be shared after written agreement of the coachee. In exceptional cases the coach is allowed to share content without the coachee knowing. This will only be in such situations that the coach is convinced that the coachee will do or does something which can harm the coachee, client or coach.

Privacy

The coach makes notes before, during and after sessions. These will be for the coach, program and professional development of the coach. These notes will not be shared as agreed. The coachee can always see these notes. After the program the notes will be saved for maximum one year. The coach will always respect the privacy laws. Personal data will be used of specific goals, such as to provide a good quality of coaching. In the privacy statement is captured which personal data Cebrián needs and uses. Also it provides rights of coachees and/or clients and how data can be changed or removed.

Offer

The investment of the coaching program will be captured in an offer before beginning the program. Sessions can be face to face, videoconference or by telephone. Sessions will take about 1,5 to 2 hours with a maximum of 2,5 hour, unless there is a different agreement. Depending on the session there can be decided to take longer. Sessions with three persons are also in the offer included. Sessions by phone to support the program will take about 15 minutes and be invoiced per 15 minutes. Travel expenses and time are included in the offer.

After accepting the offer by client, the total amount on the invoice will be paid to the coach before starting the program. If there will be less sessions needed, these will be paid back to client. If more sessions are needed, these will be invoiced.

Location

Session can take place on different locations, depending on the wishes of the client. To create an equally based and casual setting the first location of choice will be at te house of the coach. If the coachee preferes a different location, it can take place at Laan22 in Roosendaal based on availability, at the house or office of the coachee, or at some other location improved by the coach. Costs of Laan22 are included at the offer.

Cancellation

When a session is cancelled it will be moved to an other moment. If the coachee cancels two times there will be a conversation between coachee and coach to check te urgency of coaching and the impact of the program. The coach is allowed to stop the program if he is convinced that continuing will not end in results.

Liability

Cebrían is not liable for the ways in which a coachee uses the outcomes of a program, any given advices or consequences.

Quality

The coach is prospect member of the Dutch Order for Professional Coaches, part of the European Mentoring and Coaching Council (NOBCO/EMC).

The coach is bond to the International Ethic Code and complaints procedure of the NOBCO/EMCC. You can find these procedures on the website of NOBCO, www.nobco.nl.