



COACHING SERVICES BOOKING CONTRACT

This Agreement is made between:

Coach: *Andrea Grant, hereinafter referred to as “the Coach”, of SpeakStrong Studio,
14 Mercury Crescent, Wetton, Cape Town 7780*

Client: _____, hereinafter referred to as “the Client”
[Client's Full Name]

of _____ .
[Client's Address]

Effective Date: _____

This document outlines the terms of our coaching relationship. Please read it carefully and reach out with any questions before signing.

1. Services

The Coach agrees to provide public speaking and confidence coaching services to the Client, which may include one-on-one coaching sessions, group workshops, and additional resources as agreed upon, as detailed below:

- Session Format: One-on-One, In-Person / Virtual
- Session Duration: 60 minutes per session
- Number of Sessions: _____
- Schedule: Sessions will be scheduled at mutually agreed-upon times, subject to availability.

2. Coach's Responsibilities

The Coach will:

- Provide professional guidance, techniques, and feedback.
- Be prepared and punctual for all scheduled sessions.
- Maintain the confidentiality of the Client's information as outlined in this agreement.
- Create a supportive and challenging environment for growth.

3. Client's Responsibilities

The Client agrees to:

- Come to sessions prepared to discuss challenges and goals.
- Be open to new ideas, coaching methods, and constructive feedback.
- Complete any agreed-upon exercises or practice between sessions.
- Take full responsibility for their own decisions and results.

4. Fees and Payment

The Client agrees to pay for each scheduled session **in advance or on the day of** the session.

- **Session Fee:** The fee per session is R750.
- **Package Fee:** The total fee for the package of _____ sessions is R_____.
- **Payment Methods:** Payment can be made via Cash or Card Payment on the day of the session, or in advance via Bank Transfer (EFT) to:

SpeakStrong Studio (Pty) Ltd
Capitec Business
Account Number 1054804630
Reference: Your invoice number

5. Cancellation and Rescheduling Policy

Your appointment time is reserved exclusively for you. To be effective and fair to all clients, the following policy is strictly enforced:

- **Rescheduling:** The Client may reschedule a session without penalty by providing **at least 48 hours' notice** before the scheduled start time.
- **Cancellations:** If the Client cancels a session with less than 24 hours' notice, the session will be charged in full and, if applicable, deducted from the pre-paid package.
- **"No-Shows":** If the Client fails to attend a scheduled session without prior notice, it will be considered a "no-show." The session will be charged in full and forfeited from the package.
- **Coach Cancellations:** In the unlikely event that the Coach needs to cancel or reschedule a session, the Coach will provide as much notice as possible and will offer to reschedule the session at the Client's convenience without any additional charge.

6. Late arrival

Late arrivals by the Client may result in a shortened session time, but full session fees will still apply.

7. Confidentiality and Data Protection

7.1. Confidential Information: The Coach acknowledges that during the course of the coaching relationship, the Client may disclose personal, financial, or business information of a sensitive nature. The Coach agrees to maintain the strictest confidence regarding all information shared by the Client, whether verbal or written.

7.2. Non-Disclosure: The Coach will not, at any time, either directly or indirectly, use or disclose any information to a third party without the Client's express written consent, except as required by law.

7.3. POPIA Compliance: The Coach shall process the Client's personal information in accordance with the *Protection of Personal Information Act 4 of 2013*. This includes:

- Collecting only the information necessary for the coaching process.
- Storing information securely.
- Retaining records only for as long as required by South African law.

7.4. Legal and Ethical Exceptions: The Client acknowledges that the Coach may be legally or ethically obligated to breach confidentiality in the following limited circumstances:

- If there is a clear and imminent danger of the Client causing serious harm to themselves or others.
- If the Coach is ordered by a court of law to disclose information.
- If the Coach is made aware of illegal activity involving [e.g., money laundering or crimes against children].

7.5. Professional Supervision: The Coach may discuss the coaching relationship with a professional supervisor or peer-review group for the purpose of professional development. In such instances, the Client's identity will remain anonymous and all details will be sufficiently "de-identified."

8. No Guarantees

The Client acknowledges that coaching is a comprehensive process that may involve different areas of their life, including work, finances, health, and relationships. The Coach cannot and does not guarantee any specific results or outcomes. The Client's success depends on their own effort, engagement, and follow-through.

9. Termination

Either party may terminate this agreement by giving **30 days' written notice**. During this notice period, any sessions already paid for will be completed, or a pro-rata refund will be issued for unserved sessions, minus a 10% administrative cancellation fee.

10. Limitation of Liability

The Client agrees that the Coach is not liable for any direct or indirect damages or injuries resulting from the Client's actions or decisions following coaching sessions. The Client remains solely responsible for their decisions and actions.

11. Entire Agreement

This document represents the entire agreement between the parties and supersedes all prior discussions and agreements.

12. Governing Law

This Agreement shall be governed by the laws of South Africa.

Agreement

By signing below, both parties acknowledge that they have read, understood, and agree to be bound by the terms and conditions of this Coaching Contract.

Coach Signature: _____

Client Signature: _____

Printed Name: Andrea Grant

Printed Name: _____

Date: _____

Date: _____

Important Notes for the Coach:

- Fill in the Blanks: Ensure all bracketed [] information is completed before sending to a client.
- Customization: You can adjust the notice period for cancellations (e.g., 48 hours) or the specific fees to match your business model.
- Legal Compliance: While this template is a strong starting point, it is always a good idea to have a local lawyer review any contract you use in your business to ensure it complies with local regulations.

****Note:**** Both parties should retain a copy of this signed Agreement for their records. Adjust any terms to better fit the specific requirements and regulations of your practice or locality. It is advisable to consult with a legal professional to review this document before use.