

Coaching Agreement

Effective date: 1 September 2026

This agreement sets out the standard terms on which Amanda Collins, trading as Creating Clarity Collective, provides coaching services.

1. Purpose of this agreement

This agreement creates clear expectations and boundaries for the coaching relationship. The particular coaching service purchased, session length, price and any agreed instalment plan will be confirmed separately in writing or as part of the booking/onboarding process.

2. Description and scope of coaching

Coaching is a collaborative process designed to support the client to develop greater clarity, identify goals, explore options and create practical strategies and actions. Coaching may include ADHD-informed and neurodivergence-aware approaches where relevant to the client.

The client remains responsible for their own decisions, choices, actions, wellbeing and results. The coach may offer observations, questions, tools, strategies and suggestions, but the client decides what is appropriate for them.

Coaching is not therapy, counselling, medical, psychiatric or psychological treatment and does not diagnose, prevent, cure or treat ADHD, mental health conditions, medical conditions or addiction. It is also not legal, financial or other regulated professional advice. Where appropriate, the client should seek advice from a suitably qualified professional.

3. Services and delivery

Creating Clarity Collective offers individual coaching sessions and coaching packages. Coaching is delivered primarily online by video call. Telephone or in-person sessions may be provided where agreed in advance.

Coaching packages are valid for 6 months from the date of purchase unless an extension is agreed in writing because of exceptional circumstances.

4. Payment

Individual sessions are payable in full before the scheduled session. Packages are payable in full before the first session unless an instalment plan has been agreed in writing. Where an instalment plan is agreed, payments remain due on the agreed dates unless otherwise agreed in writing. Creating Clarity Collective is not required to provide a session while an agreed payment is overdue.

5. Cancellations, rescheduling and lateness

The client must give at least 48 hours' notice to cancel or reschedule a session. Where less than 48 hours' notice is given, or the client does not attend, the session will normally be treated as used and no refund will be due. Creating Clarity Collective may use discretion in genuine emergencies or exceptional circumstances.

If the client arrives late, the session will normally still finish at the originally scheduled time. If the client is more than 15 minutes late without contact, the session may be treated as missed.

If the coach needs to reschedule a session, reasonable notice will be given wherever possible and the session will be rearranged without loss to the client.

6. Consumer cancellation rights

Where the client is acting as a consumer and enters into the coaching contract at a distance, applicable UK consumer law may provide a 14-day cancellation period. Nothing in this agreement removes or restricts those statutory rights.

If the client expressly asks for coaching to begin during an applicable 14-day cancellation period and later cancels within that period after the service has begun, the client may be required to pay an amount proportionate to the coaching services supplied up to the time of cancellation, as permitted by law.

Where a service has been fully performed during an applicable cancellation period, the effect on any cancellation right will be determined by the client's statutory rights and any express request or acknowledgement required by law.

7. Packages, termination and refunds

Either party may end the coaching relationship at any time. Unused package sessions are not automatically refundable. Any discretionary refund will be considered in the circumstances. Nothing in this section affects statutory consumer cancellation or refund rights.

8. Confidentiality

Information shared during coaching will be treated as confidential and handled with care. Confidentiality may be limited where disclosure is required by law, where the client has authorised disclosure, or where the coach reasonably believes disclosure is necessary in connection with a serious safeguarding concern or an immediate risk of serious harm.

Coaching does not create the same legally privileged relationship as certain medical or legal professional relationships. Coaching sessions will not be recorded.

9. Privacy and data protection

Creating Clarity Collective processes personal information in accordance with its Privacy Policy. Information may include contact details, booking and payment information, coaching notes and information the client chooses to share during the coaching relationship.

Information about ADHD, neurodivergence, physical or mental health or wellbeing may constitute special category personal data. Where explicit consent is relied upon for processing this information, the client will be asked to give that consent separately during onboarding. Consent can be withdrawn at any time by contacting amanda@creatingclaritycollective.co.uk. Withdrawal does not affect processing that was lawful before withdrawal and may affect the extent to which personalised or ADHD-informed coaching can continue.

10. Coaching boundaries and emergencies

Creating Clarity Collective does not provide emergency or crisis mental health services. If the client requires urgent medical, mental health or crisis support, they should contact an appropriate healthcare or emergency service.

The client should tell the coach if they believe coaching is no longer appropriate for their needs. The coach may also recommend pausing or ending coaching, or suggest that the client seeks support from another suitably qualified professional.

11. No guarantee of outcomes

Creating Clarity Collective will provide coaching services with reasonable care and skill but cannot guarantee any particular personal, professional, business or wellbeing outcome. Progress depends on many factors, including the client's circumstances, choices, participation and implementation.

12. Liability

Nothing in this agreement excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or rights that cannot lawfully be

excluded under consumer law.

Subject to the above and to the extent permitted by law, Creating Clarity Collective will not be responsible for indirect or consequential losses arising from decisions or actions taken by the client following coaching. Any limitation of liability will apply only to the extent it is fair and enforceable under applicable law.

13. Website policies and agreement

The Creating Clarity Collective Privacy Policy and Coaching Disclaimer provide additional information about privacy and the nature and boundaries of coaching. If general website information conflicts with the specific coaching service terms agreed with a client, the specific agreed service terms will take precedence, subject always to applicable law.

14. Governing law and disputes

The parties will first try to resolve any concern or dispute through good-faith discussion. This agreement is governed by the laws of England and Wales, subject to any mandatory consumer rights that apply to the client.

15. Acceptance

Clients are asked to read this agreement before completing the Creating Clarity Collective coaching onboarding form. Acceptance of these terms is recorded through the onboarding process together with the client's identifying details, date and signature. Any consent relating to special category personal data is requested separately from acceptance of these coaching terms.

Creating Clarity Collective

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