



Client Agreement

1. Our Partnership

I'm looking forward to working with you. This Agreement sets out how we'll work together so that expectations are clear and our coaching relationship is productive, respectful, and enjoyable.

2. Services Provided

You may engage me for:

- One-on-one coaching
- Group coaching
- Consulting for medical and healthcare practices
- Training programs, workshops, and online courses
- Digital resources and educational materials

These services are designed to support your professional growth, team development, and business success.

3. Your Role as the Client

- You are responsible for your own decisions, actions, and results.
- Coaching is most effective when you come prepared, attend sessions on time, and engage fully.
- Respectful communication and openness are expected in all sessions.
- Coaching is not therapy, medical advice, or financial advice.

4. Payments

- Payment is due within **14 days** of invoice unless otherwise agreed.
- Packages (6-month, 12-month, or packs of 10 sessions) are payable upfront unless otherwise agreed.
- Late payments may result in suspension of services until payment is received.



5. Refunds & Cancellations

- Once a session has been delivered, refunds are not available.
- If you need to cancel or reschedule, please give at least **24 hours' notice**.
- Missed or late cancellations will be charged as a full session.
- Packages must be used within the agreed timeframe (6 or 12 months, or as specified).

6. Assumption of Risk

- Coaching and consulting involve personal and professional development, which carries some risk.
- You accept responsibility for applying strategies and insights to your own situation.
- Harvey James – Coaching, Training & Consulting is not liable for any loss, damage, or injury arising from participation.

7. Disclaimers

- **Professional Services Disclaimer:** Coaching and consulting are not substitutes for medical, psychological, legal, or financial advice. Please seek independent professional advice where needed.
- **Financial Disclaimer:** While strategies may improve profitability or efficiency, no guarantees are made regarding financial outcomes.

8. Confidentiality

- All discussions in coaching and consulting sessions are treated as confidential.
- Information may be shared only with your consent, or if required by law.

9. Intellectual Property



- Materials, resources, and content provided remain the property of Harvey James – Coaching, Training & Consulting.
- You may use them for your own learning and business development but not reproduce or distribute them without permission.

10. Governing Law

This Agreement is governed by the laws of **New South Wales, Australia**. Any disputes will be resolved first through good faith discussion, then mediation or arbitration before court proceedings.

11. Agreement & Signatures

By signing below, you confirm that you have read, understood, and agreed to the terms of this Agreement.

Client Name: _____

Client Signature: _____

Date: _____

Coach (Harvey James): _____

Signature: _____

Date: _____