



The terms and conditions below apply to all coaching and mentoring services provided by Julia Trehane (“the coach”), to any individual (“the client”) and constitute the contract for the service to be provided by Julia Trehane for the client. The term ‘coaching’ as here used covers eating disorder recovery coaching, life coaching, personal coaching, personal development and trauma recovery for clients and where applicable includes mentoring or supervision services provided for clients, coaches or others.

In the spirit of good practice, when you are purchasing coaching services from me I ask you to confirm that you have read and agreed to each statement below and that you wish to proceed.

All coaching services and communication, email or otherwise, delivered by myself, Julia Trehane, as well as information on this website (juliatrehane.com) are meant to help you work through recovery from an eating disorder – to understand the condition better, to come to terms with it, and to overcome it in order to move forward into happiness, well-being and abundance. Coaching is not a substitute for professional mental health care or medical care.

The term ‘coaching’ as here used covers eating disorder coaching, but it also extends to life coaching and personal coaching for clients.

Coaching Disclaimer

In committing to coaching with me, you acknowledge the following:

- You understand that the coaching services you will be receiving from your Coach are not offered as a substitute for professional mental health care or medical care and are not intended to diagnose, treat or cure any mental health or medical conditions. You also understand that your Coach is not acting as a mental health counsellor or a medical professional.
- For legal purposes, you understand that coaching is currently an unregulated industry and that your Coach is not “licensed “ by any UK body even though the sessions may take place in England or elsewhere in English.
- You understand and agree that you are fully responsible for your well-being during your coaching sessions and subsequently, including your choices and decisions.



- You understand that coaching is not a substitute for counselling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment, and you will not use it in place of any form of therapy.
- You understand that all comments and ideas offered by your Coach are solely for the purpose of aiding you in achieving the defined goals you create with your Coach. You have the ability to give your informed consent, and hereby give such consent to your coach to assist you in achieving such goals and understand that results are not guaranteed.
- You understand that to the extent our work together involves personal development, your Coach is not promising outcomes included but not limited to permanent eating disorder recovery, weight stability, trauma recovery, personal introspection, increased personal happiness.

Data Protection

You understand that your Coach will protect your information as confidential unless you state otherwise in writing. If you report child abuse, elder abuse or neglect or threaten to harm yourself or someone else, you understand that necessary actions may be taken and your confidentiality agreement may be limited in this capacity. Furthermore, if your Coach is ordered by a court to provide information or to testify, she will do so to the extent the law requires.

Data Security

You understand that the use of technology is not always secure and you accept the risks of confidentiality in the use of email, text, phone, WhatsApp, Skype and any other technology.

Waiver

You hereby release, waive, acquit and forever discharge your Coach, any agents, successors, assigns, personal representatives, executors, heirs and employees from every claim, suit action, demand or right to compensation for damages you may claim to have or that you may have arising out of acts or omissions by yourself or by your Coach as a result of the advice given by your Coach or



otherwise resulting from the coaching relationship contemplated by this agreement.

You further declare and represent that no promise, inducement or agreement not expressed in this agreement has been made to you to sign this agreement. This agreement shall bind your heirs, executors, personal representatives, successors, assigns, and agents.

Terms & Conditions

The coaching schedule will be arranged between the Coach and the client and can be booked up to 3 months in advance. Your coach will recommend the frequency of coaching sessions based on a professional assessment of the client's requirements. This recommendation, or plan, is not binding and may be altered and adjusted throughout the coaching journey by mutual agreement, in accordance with the terms set out in this agreement.

Where no specific number is agreed sessions will be provided on a session by session basis.

In return for the fees payable by the client (or by a third party on their behalf), Julia agrees to provide the service as described below and in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third party pays the fees, the third party counts as an agent acting on behalf of the client).

The date that the first coaching session takes place shall be deemed to be the start date for the service. Where any client is unhappy with any of the terms and conditions they can contact Julia to discuss any concerns and see if they can be resolved before the first coaching session. Participation by any individual in the first coaching session constitutes acceptance of these terms and conditions.

Format of Sessions

Sessions are by Zoom or WhatsApp (audio or video) or by telephone direct. The coach is open to other formats by mutual agreement. Both coach and client is responsible for ensuring that they are available for consultation at agreed times and due to the nature of the sessions, is able to attend from a place where they can speak freely.

Sessions may over-run by mutual agreement and paid for retrospectively, but only if the Coach has no commitments immediately following the session.



Session Fees

Julia's fees are made clear at the time of booking. She reserves the right to change these from time to time. Any payments for sessions paid in advance are honoured even if prices have risen between the point of booking and the time of session.

Payment Terms

Fees can be paid by bank transfer to the account communicated directly.

Receipts and/or invoices are available, and where receipts are requested by the client, they will be sent by e-mail..

Fees are payable in advance of each coaching session unless otherwise agreed. Where payment has not been received by Julia in advance of a coaching session, Julia is not obliged to provide the session.

Where payment is required on receipt of invoice rather than in advance, a charge may be levied for late payment.

Between Sessions

Julia may assign the client tasks or exercises to complete between coaching sessions. There is no obligation on the client to complete these items of 'homework', but not doing so may slow the client's progress in gaining improved quality of life or achieving desired business or personal outcomes.

1:1 coaching includes unlimited support using Whatsapp. Any and all extra support requests will be responded to in a timely manner, taking into account timezones and other factors.

Rearranging Sessions

If a client needs to rearrange a coaching session, they should provide at least 48 hours notice. No refunds will be given to clients for unused coaching sessions unless 48 hours notice has been given. In exceptional circumstances, Julia may need to rearrange a coaching session. In those instances, she will also give the client 48 hours notice where practical.



Where a client pays for a session or sessions in advance they must have the coaching session(s) that they have paid for within 6 months of the payment or their fee is forfeited.

Confidentiality

Personal information or business information supplied by clients in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, save where required by law or where action might be necessary to prevent harm to the client or someone else.

Early Termination

In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, Julia can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by Julia where practicable and will be refunded any advance payments made for coaching sessions not yet provided.

Responsibilities

Julia will seek to enable the client to recover from an eating disorder and to achieve their desired outcomes. Remarkable results can be achieved where clients follow a clear plan in a committed way. However, the client has sole responsibility for taking important decisions in their life. Julia has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in eating disorder recovery, quality of life, career or business or to achieve their desired outcomes or goals.

Variation of Terms & Conditions

Where an Initial Number of Sessions is agreed, any changes to these terms and conditions intended to take effect prior to the conclusion of those Initial Number of Sessions will only have effect if agreed by both Julia and the client and



confirmed by Julia in writing by email or letter. In other cases, Julia may change any of these terms or conditions including the Per Session Fee by giving the client one week's notice in writing by letter or e-mail of the change(s). If following receipt of such notification of change, the client no longer wishes to proceed with further coaching sessions, they may withdraw from the service immediately by giving notice in writing by email or letter and they will then be entitled to a full refund of any fees paid in advance for coaching sessions not yet provided. Such notice will be effective on receipt by Julia.

Governing Law

This contract is governed by the law of England whose courts have exclusive jurisdiction in relation to any dispute, disagreement, proceedings or legal claim of any nature relating to the service provided or the contract.

Feedback

Feedback about the service is welcomed and can be given during a coaching session or by writing to julia@juliatrehane.com