

BOUNDARIES AND AGREEMENTS

1. Respect of time:

- a. **Policy of delay (tardiness):** with more than 15 minutes delay the appointment will be rescheduled.
- b. **Policy of cancellation and rescheduling:** for free until 24 hours of the scheduled appointment. Within 24 hours a fee of 30 euros will be charged.
- c. How will I receive my clients calls: send me a message (via email or WhatsApp) and I will answer as soon as possible, within working days. Monday-Friday between 9:00 and 12:30. If it is an emergency within 24 hours between Mon-Fri.

2. Payments:

- a. Before each service.
- b. Accepted online (paypal, ideal, credit card) or in person by tikkie or pinnen.
- c. Live Limitless can offer payment plans in some services.

3. **Refunds:** If the client delivers all the agreed information for Live Limitless to make a growth plan and after the first session the client realizes this is not what he or she expected. The total amount will be refunded. In a running contract, because cancelation of the agreement is possible at any time, refunds of the sessions that the client have not received will also be refunded when the client decides to discontinue its contract.

4. Expectations:

- a. What do I expect from my client?
 - i. Provide all the information to efficiently prepare, execute, and deliver.
 - ii. The willingness of the client to reflect, change, evolve and act.
- b. And what the client expects from me? Services:
 - i. Explanation of what the coaching process is about (creating insights) and what the consulting process looks like (more strategic).
 - ii. Detailed description of what will be provided to the client: Quotation.
 - iii. How success will be measured? With questionnaires before and after completion of the plan. Giving insights in the clients' perception of their mental and physical well-being.
 - iv. Other:

5. Time and place: (included in the online plan of choice)

- a. How long is the relationship going to be? (start and ending date).
- b. When are you meeting? What is the frequency of the sessions?
- c. Where are you meeting?
- d. Times for the meetings and punctuality (See point 1. respect of time).
- e. Length of the sessions?

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f. How are you meeting? (virtual, physical or both)

6. Termination:

- a. The client misses 2 sessions or twice is more than 15 minutes late.
- b. The client is not paying as agreed.
- c. The client overstepped the boundaries.
- d. The client can discontinue their contract when desired.
- e. Live Limitless overstepped her boundaries.
- f. Live Limitless breach confidentiality agreement.
- g. Live Limitless is not delivering the expected results.
- h. Live Limitless reserves the right to refuse or discontinue a session of clients at discretion.

7. Disclaimer:

- a. Live Limitless is not a substitute for therapy. If the client has special needs outside Live Limitless scope of practice, he/she must be open to seek professional advice.
- b. If you book Reiki sessions: clients accept that Reiki is complementary and that they should consult a qualified general practitioner (GP) for any known or suspected medical problems. Any decisions around (dis)continuing any medication or treatment should be made in consultation with a qualified GP or relevant medical expert.

8. Confidentiality and Privacy:

Everything you say during your session is confidential.

Your contact details and any notes are kept securely and remain the property of Live Limitless. Any sessions notes will be destroyed 6 months after the last session you attend unless it is a planned break and/or the client authorizes to use them for research purposes. Your contact details will be kept. If you return after a 6-month break or more, your details will be confirmed to make sure they are up to date before we resume our new sessions. The electronic records of the clients are confidential and will not be passed to third-party organizations without your specific written request unless required to do so by law.

Date:

Only when coachee have read, understood, and accepted this agreement we will continue with the service.