



# Client Agreement – Rhonda Hale–Tournay

(on behalf of her daughter Jordan)

I'm Tammy Faulds and as a Certified Life Coach (PCC), Advanced Grief Recovery® Specialist, Death Doula, The Daring Way™ Facilitator and Registered Yoga Teacher (RYT500), I provide holistic coaching services to help guide people through loss, to life. I look forward to working together and hearing more of your story, so that you can begin to move forward in your life.

## Why You're Reading This Document

I only communicate one way – openly and honestly. I know who I love working with and how I love working with them. This Coaching Agreement (the “**Agreement**”) outlines what we can expect from each other in working together. If there is anything you are uncomfortable with, please let me know - I want to ensure we are on the same page about our coaching journey.

In exchange for agreeing to work together, you agree to be bound by the following conditions.

**1. Parties.** This Agreement is made between Inner Travel Coaching, a business operating out of the Province of Ontario (“**Inner Travel Coaching**”, “**I**”, and “**me**”) and you, the undersigned or person who has clicked “I Agree” to this Agreement (“**you**” and “**your**”).

**2. My Promise to You.** Inner Travel Coaching will provide you with a coaching package as provided in Schedule “A” Services + Cost. As your coach, I commit to helping you in every possible way, to fully support you, push you gently beyond your comfort zone, and to have as much fun as we possibly can while working together.

**3. What Inner Travel Coaching Expects of You.** Just as you are investing in me, I'm also investing in you. To achieve maximum results, Inner Travel Coaching asks that you commit to the following:

**3.1. Intentionality / Work Ethic.** You agree to commit yourself to intentions that are meaningful and significant to you and to create and dedicate the time and energy to these

coaching sessions to receive the best possible outcome including completing all the associated readings and homework assignments to the best of your ability.

**3.2. Total Honesty.** You can only achieve emotional healing by telling the truth. In our sessions there may be details of your life that you're unwilling to say. That's okay. Just tell the emotional truth about the event or experience.

**3.3. Communication / Feedback.** You agree to be open and to trust the process and keep me honestly informed as to what is and is not working for you as well as be open to feedback so we can work together to improve our coaching relationship.

**3.4. Self-Compassion / Curiosity.** You agree to cultivate a core honesty and compassionate curiosity with yourself as we dive deep into untangling these difficult emotions that we all encounter in life.

**3.5. Ownership / Commitment.** You commit 100% to this coaching program, you only get out what you put in. Take ownership for your progress as successful completion of the program requires regular attendance as well as fulfillment of weekly homework assignments.

**3.6. Financial Responsibility + Time Integrity.** You agree to take financial responsibility for your coaching time and be on time for your sessions (if you're beyond 10 mins late the session will be considered forfeited, as detailed in section 8).

**4. Absolute Confidentiality.** We operate and grow in a safe space. I want you to know that everything shared throughout our coaching relationship is strictly confidential. Anything of a personal nature that is said in our sessions will be kept confidential. The safety of this program and of your emotional recovery, depend upon adherence to the principle of confidentiality.

**4.1.** All personal information that is collected is done so under the Privacy Protection Act and is gathered solely for the purposes of collecting fees, providing an invoice, mailing forms, imparting information, and arranging appointments.

**4.2** I will not disclose any of your information without your prior written consent, except in the following circumstances:

**4.2.1.** As required by law or court order

**4.2.2.** When there is a risk of imminent danger to yourself or others

**4.2.3.** Where there is a reasonable suspicion that a child or any vulnerable person is in need of protection.

**4.3** You understand and agree that I may share anonymous information about you (for example, I may say I previously worked with someone who was dealing with the loss of a family member, without naming or identifying who it is).

**5. Confidentiality of My Personal Information.** You agree to also maintain my confidentiality regarding anything I share with you or that you learn about me in the course of our coaching relationship. You understand you are not to store, discuss, interpret or otherwise relay any personal information about me and that violation of these privacy and confidentiality considerations could be subjected to legal action. By signing this Agreement, you affirm that you understand these privacy and confidentiality considerations.

**6. Term.** This Agreement will be binding upon execution by both parties.

**7. Termination.** Both you and Inner Travel Coaching can terminate this Agreement but must provide 2 weeks written notice. Alternatively, if both parties agree to end the relationship at once, that will be binding. However no refunds will be provided in accordance with the policy set out in section 8.

**7.1** If you violate any of the expectations outlined in section 3 above, Inner Travel Coaching may terminate this Agreement effective immediately and you will not be entitled to any refunds or any continued working relationship with Inner Travel Coaching.

**8. Cancellations and Refunds.** Integrity and keeping your word are the cornerstones of all success. With that in mind, this is how I've drafted my cancellation and refund policy:

**8.1** You must give at least 24 hours' notice if you have to cancel/reschedule, provided that rescheduled sessions happen during the term of this Agreement; otherwise the full session fee will be charged and you will not be entitled to reschedule or redeem it.

**8.2** If you are more than 10 minutes late for a session, that session will be forfeited and you will not be entitled to any refunds or make-up sessions for it.

**8.3** If you miss two consecutive sessions, we will put the program on hold and discuss your progress and options. If you decide to discontinue services, you are encouraged to discuss referral to another professional to ensure that you receive the best care possible. I am happy to provide referrals.

**8.4** All sales are final. There are no refunds.

**9. Payment.** Payment details and cost for your coaching program are outlined in Schedule "A" Services + Cost.

**10. Concerns.** I want you to love our coaching relationship and expect you to speak up if anything isn't sitting right with you, for the sake of your own progress.

**11. Strictly Coaching.** You acknowledge that I am not a therapist and that coaching does not involve diagnosis or treatment and cannot be used as a substitute for any professional legal, medical, or mental health advice, and that it is your responsibility to seek such advice if needed. All my coaching programs are educational and action-oriented, designed to help you gain clarity and move forward in your life.

**12. Responsibility.** You acknowledge you are fully responsible for everything you give and get from this process and for your own physical, mental and emotional well-being and actions that result from this relationship and sessions. You understand that coaching is a process that can and may involve and affect all areas of your life. I've created this coaching package and used my qualifications to bring you the greatest benefits possible, but none of that can happen if you do not put in the work. How you apply coaching methods to your everyday life is up to you.

**13. No Guarantees.** While there are some things I can control, like how much I will support you and how I'll do everything I can for you throughout the coaching process, there are some things I cannot control. As such, no guarantees can be made for the results from our coaching sessions.

**14. GRI Certification.** Certified Grief Recovery Specialists® (CGRS) have been certified through The Grief Recovery Institute® (GRI) in order to facilitate Grief Recovery Method® (GRM) programs in individual and group formats. Therefore, you understand and agree that our coaching relationship and sessions do not (i) make you a Grief Recovery Method Specialist or (ii) qualify you to lead or conduct Grief Recovery Method sessions or similar sessions, and you will not receive a license to use GRI's name or trademarks.

**15. Ownership of Materials.** All the content that I have provided to you, including but not limited to coaching videos, documents and PDFs, are for your use only and are not to be re-distributed or re-used.

**16. Release / Waiver of Liability.** You understand and agree that by signing this Agreement you hereby release and waive the right to bring any claim against Tammy Faulds, Inner Travel Coaching, their affiliates, licensees, employees, directors, officers, shareholders, agents, representatives, successors, heirs and assigns, from any liability arising from or related to the coaching sessions, relationship or other services provided by Tammy Faulds and Inner Travel Coaching.

**17. Standard Legal Things. Jurisdiction.** This Agreement will be governed exclusively by the laws of the Province of Ontario. **Severability.** If any provisions of this Agreement are invalid or

unenforceable, the other provisions in the Agreement will remain in full force and effect.

**Entire Agreement.** This Agreement constitutes the entire Agreement between the parties and replaces any prior agreements. **Waiver of Breach.** The waiver by me of any breach by you of

any provision of this Agreement will not be taken to be a waiver of any further breaches by you. **Notice.** For the purpose of this Agreement, e-mail will suffice for written notice when

required as set out above. **Headings.** The headings used in this Agreement are for stylistic purposes only and none of the content in the headings are intended to be legally binding.

**Counterparts.** This agreement may be signed in any number of counterparts, each of which is an original, and all of which taken together constitute one single document. **Online**

**Agreement.** We agree that this Agreement may be signed electronically or agreed to by having you click “I Agree”, the effect of which will be the same as if we signed the Agreement by hand and the intention of which is that both parties desire to be bound by all the terms of the Agreement.

## **SCHEDULE “A” SERVICES + COST**

### **Grief Recovery Method Coaching Package**

Coaching Fee	<p>\$2500 CAD + HST</p> <ul style="list-style-type: none"><li>• 10% discount if paid in full</li></ul>
Deposit	<p>Payment due upon signing of this agreement</p>
Duration	<p>Twelve (12) sessions within a period of 4 months</p> <p>Effective upon the first scheduled session date - Wednesday, May 21st, 2025</p>
Details	<p>We will meet weekly on Zoom discuss the work and share stories.</p> <p>You will receive email reminders 24 hrs in advance and in there you'll find a link to the Call Strategy form where you can jot down any thoughts you want to share prior to our session. The web link to our 'zoom room' will also be in that reminder email.</p> <p>You will also have access to my private online coaching portal where you can keep track of your appointments.</p>
Payment Details	<p>Your investment of \$2500 is being paid in full via Stripe on your credit card.</p>

Once this contract is complete we can discuss ongoing coaching packages available if you're interested in something longer term