

Coaching Plans, Pricing & Client Agreement

Thank you for your interest in coaching.

My coaching combines evidence-based psychological principles with faith-centred reflection to provide a structured, supportive environment where meaningful and lasting growth can take place. My role is to guide, support, equip, and encourage you throughout your journey. Your role is to actively participate in the process and consistently implement what we discuss between sessions.

Getting Started

Once you contact me, you will receive a Client Information Form to help me understand your background, goals, and the areas you would like to work on.

After reviewing your form, if coaching appears to be a good fit and you are ready to commit to the process, we will arrange a complimentary 30-minute consultation to discuss your goals, answer any questions, and determine the most suitable coaching plan for you.

Coaching Sessions

Individual Session

☐ Single Session

* \$75 per session

* Each coaching session lasts 60 minutes.

* The final 10 minutes of the hour are reserved for reviewing the session, summarizing key insights, answering any final questions, and providing your personalized therapeutic exercises and coaching work for the week.

Coaching Bundles

☐ 10-Session Coaching Bundle

Investment: \$600

Discounted Rate: \$60 per session

Payment Options

Choose one:

☐ Option 1: One full payment of \$600

☐ Option 2: Two payments of \$300

* First payment before Sessions 1–5

* Second payment before Sessions 6–10

☐ Option 3: Three payments of \$200

* First payment before Sessions 1–3

* Second payment before Sessions 4–6

* Third payment before Sessions 7–10

Bundle Agreement

This discounted bundle is offered on the understanding that you intend to complete all ten coaching sessions.

If you choose to discontinue coaching before completing the full bundle, all sessions attended will be recalculated at the regular individual session rate of \$75 per session. Any remaining balance will become payable before coaching services conclude.

I have read, understood, and agree to the above Bundle Agreement.

Client Initials: _____

Signature: _____

Date: _____

☐ 15-Session Coaching Bundle

Investment: \$975

Discounted Rate: \$65 per session

Payment Options

Choose one:

☐ Option 1: One full payment of \$975

☐ Option 2: Three payments of \$325

* First payment before Sessions 1–5

* Second payment before Sessions 6–10

* Third payment before Sessions 11–15

Bundle Agreement

This discounted bundle is offered on the understanding that you intend to complete all fifteen coaching sessions.

If you choose to discontinue coaching before completing the full bundle, all sessions attended will be recalculated at the regular individual session rate of \$75 per session. Any remaining balance will become payable before coaching services conclude.

I have read, understood, and agree to the above Bundle Agreement.

Client Initials: _____

Signature: _____

Date: _____

Early termination of package

If the client chooses to stop therapy before completing all package sessions, the discount will no longer apply.

All completed sessions will be recalculated at the standard rate of \$75 per session. The client agrees to pay any remaining balance resulting from this recalculation before ending services.

Example:

If 5 sessions were used and the client paid \$300 under the package, those sessions would be recalculated as:

$$5 \times \$75 = \$375$$

The remaining balance of \$75 would be due before cancellation of services.

Coaching Policies

Session Structure

Each coaching appointment consists of a 60 minute coaching session followed by a mandatory 10-minute summary and planning period. During this time, we will review your progress, summarize the session, and discuss the personalized therapeutic exercises, tools, techniques, and coaching work that you will complete before our next session.

Attendance Policy

Coaching appointments are reserved specifically for you.

If you miss a scheduled session, there are no make-up sessions or rollovers.

As my schedule is often fully booked, missed sessions cannot be rescheduled without disrupting the coaching schedule and the commitments made to other clients.

Please ensure you attend your scheduled appointment.

Homework & Therapeutic Work

Your personalized coaching work is an essential part of your progress.

All therapeutic exercises, reflections, and activities are carefully selected based on your individual goals and the areas we are working on together.

To allow sufficient time for review, all coaching work must be submitted at least 24 hours before your scheduled session.

Each activity builds upon the previous one. Consistently completing your work allows us to move forward with new tools, techniques, and strategies designed to support your growth.

Your progress depends not only on what happens during our sessions, but also on the effort you invest between them.

Failure to submit two coaching assignments without a genuine emergency or exceptional circumstance may result in coaching services being discontinued.

Lateness Policy

Please arrive on time for every session.

If you arrive late, your session will still end at its scheduled finishing time, as additional time cannot be added due to appointments booked immediately afterwards.

Time lost because of lateness cannot be made up.

Payment Policy

Payments are due according to the payment schedule you have selected.

Each payment must be received before the next unpaid coaching cycle begins.

If payment has not been received before the next scheduled coaching cycle, future sessions may be paused until payment is made.

Commitment to the Coaching Process

Coaching is built upon commitment, consistency, and personal responsibility.

I am committed to providing you with compassionate support, evidence-based guidance, practical tools, and accountability throughout your journey.

However, lasting transformation comes from the work you choose to do between our sessions.

I often compare coaching to rowing a boat.

I can sit beside you, guide your direction, teach you effective strategies, provide encouragement, and share the knowledge and wisdom that Allah has blessed me with. But I cannot row the boat for you.

The rowing is your responsibility.

Rowing the boat means consistently completing your therapeutic work, applying the tools and techniques we discuss, implementing healthy boundaries, challenging unhelpful thought patterns, practising new habits, and remaining committed to your growth.

Meaningful change happens through consistent effort over time.

As I have a waiting list of individuals who are committed and ready to begin coaching, I reserve the right to discontinue coaching services if there is repeated non-attendance, ongoing failure to complete agreed coaching work, or a continued lack of commitment to the coaching process after appropriate discussion.

This ensures that coaching spaces remain available for individuals who are ready to actively engage in their personal growth journey.

Client Acknowledgement

By signing below, I confirm that I have read, understood, and agree to the coaching plans, payment terms, bundle agreements, and coaching policies outlined in this document.

I understand that coaching is a collaborative process and that my progress depends largely on my own commitment, consistency, and participation.

Client Name: _____

Signature: _____

Date: _____

Coach

Carmen Hernandez

Signature: _____

Date: _____