

Frequently Asked Questions

Are the sessions confidential?

In short, yes. For a coach and client relationship to be effective the client must be able to discuss openly all issues and thoughts about the people they work with, the organisation, their leaders and any other concerns they have. Confidentiality is a natural pre-cursor to building rapport and trust and all discussions will be treated with complete confidentiality.

Payments and Charges

All applicable charges are those specified in the proposal unless by mutual agreement during the course of the coaching programme.

- Payment is by internet banking.
- Services will be billed as follows:
- 50% is payable upon acceptance of the coaching proposal
- 50% is payable halfway through the coaching programme
- If full payment is not received by the due date as stated on the invoice we reserve the right to offer the time slot to another client
- All fees are exclusive of GST

Cancellations/Rescheduling / No show

Executive coaching: If you cancel or reschedule a session less than 48 hours before it starts the session will be forfeited and no refund will be available.

Team coaching: If you cancel or reschedule a team coaching session less than 1 week before it starts the session will be forfeited and no refund will be available. If you cancel or reschedule a team coaching session less than 2 weeks before it starts 50% of the agreed fee will be refunded.