



Jenn Masse, MBA, ACC, ELI-MP  
[jenn@conshycoaching.com](mailto:jenn@conshycoaching.com)  
[www.conshycoaching.com](http://www.conshycoaching.com)  
484-532-8835

## Coaching Agreement

This Coaching Agreement is between Jennifer Masse ("Coach"), Conshy Coaching ("Business"), and the individual receiving coaching services ("Client").

**How we work together:** By purchasing a package, or attending a workshop, you agree that you employ Jennifer Masse as a Coach and Advisor for the purposes of promoting your continued personal growth as a professional and as a coach; in accordance with your personal agenda. The service to be provided is coaching, which is not advice, therapy, nor counseling. Coaching may address specific personal projects, business successes or general conditions in the client's life or profession. Coaching is a designed alliance that helps bring out the best in the client and helps the client create and live the life they want to live.

Throughout the working relationship, the coach will engage in direct and personal conversations. The Client can count on the coach, to be honest, and straightforward in asking questions and making requests. The Client understands that the power of the coaching relationship can only be granted by the Client, by being open and honest and playing full out. If the Client believes that coaching is not working as desired, the Client will immediately communicate that to the Coach, and both will take action to remedy the situation.

**Confidentiality:** In our calls, information we share will be kept strictly confidential as allowed by law. As a professional coach I subscribe to and am governed by the International Coach Federation's Code of Ethical Conduct. (<http://coachfederation.org>). This code includes a prohibition against disclosing that you are a client without your express permission.

Occasionally, certain topics and information may be shared anonymously with other coaching professionals for training or consultation purposes. Your identity or details that could identify you will never be disclosed without your express written permission. Recording coaching sessions is not allowed.

The Coach will break confidentiality and alert the appropriate authorities if the Client gives reason for the Coach to believe that he or she will cause harm to themselves or others.

**Professional Coach Accreditation Certification:** As part of ongoing professional development, the hours for these sessions may count toward professional development and further professional coaching accreditation and certification.

By purchasing a package, or attending a workshop, you agree to allow your contact details and number of hours coached to be provided to the International Coaching Federation (ICF), the Business' professional coaching association, to meet professional development requirements. The ICF handles all information with the highest regard toward confidentiality. *You may opt out of this clause at any time by submitting a request in writing to the Coach.*

*"I want to inspire people. I want someone to look at me and say "because of you, I didn't give up."*

### ***Coach Disclaimer of Liability:***

As stated above, you, as Client, hereby employ Jennifer Masse and Conshy Coaching as a Coach for the purpose of promoting my continued growth as a coach and professional. I understand that Jennifer Masse cannot guarantee my future performance, my ability to demonstrate new skills, or my ability to attain the outcomes I desire, as I am fully responsible for my results.

I understand that Jennifer Masse is not a psychotherapist, employment agent, a business manager, or a financial advisor and that she has not promised, shall not be obligated to, and will not 1) procure or attempt to procure any employment, business or sales for me; 2) perform any business management functions such as accounting, tax, or investments consulting; or 3) act as a therapist, providing mental health treatment or psychoanalysis.

By purchasing a package with Conshy Coaching, you hereby certify that you do not suffer from any physical or mental disability that might affect your participation in the coaching process, and, if you have any substance abuse problem or mental illness, you have consulted with my physical and other health care professional and been advised that you may participate in the coaching process without risk. You agree that if there is any change in this representation, you will promptly advise the Coach.

By purchasing a package with Conshy Coaching, you hereby agree that in the event, if any claim or grievance by you against Jennifer Masse, or Conshy Coaching, by sole remedy will be the return of the fees paid to Jennifer Masse or Conshy Coaching. Jennifer Masse or Conshy Coaching is not responsible for any direct, indirect, incidental or consequential damages beyond the total amount of fees paid by the client.

By purchasing a package with Conshy Coaching, you understand that this document contains all the information given to me by Jennifer Masse, or Conshy Coaching and all other representations or statements (prior or subsequent, whether oral or written) are superseded by this agreement.

*"I want to inspire people. I want someone to look at me and say "because of you, I didn't give up."*

## Additional Details

**Reschedules:** Life happens. If you need to reschedule, please notify me ASAP; preferably 24 hours in advance.

**No Shows:** It is essential that the Client arrive early to the coaching session to be certain that they can connect and begin on time. The Coach will wait 5 minutes from the start time and if the Client does not arrive or call me, they will forfeit their session.

**Refunds:** No refunds will be provided on the *Ultimate Personal and Attitudinal Assessment* which includes the Energy Leadership Index Assessment, CliftonStrengths Assessment, Positive Intelligence Self Saboteur Assessment and two debrief sessions.

Conshy Coaching offers the Client a one-time-only money-back guarantee on their first coaching package, less the cost of the *Ultimate Personal and Attitudinal Assessment* (\$750). If dissatisfied with his or her coaching experience, the Client must notify the Business in writing prior to their fourth focused coaching session. The client can choose to receive a refund or to be matched with a new coach. There is no additional money-back guarantee if the client decides to be matched with a new coach.

**Unused Sessions:** Packages are designed to be completed in a specific window of time to maximize client results. Unless the Business and Client specifically discuss a delay or postponement in services, sessions unused within a reasonable period will be forfeited. Refunds will not be provided.

Reasonable period defined as:

- Basecamp Coaching Package: Structured to be completed within three months; unused sessions will expire six months after the date of the first session.
- Summit Coaching Package: Structured to be completed within six months; unused sessions will expire nine months after the date of the first session.

**Privacy Policy:** The Coach promises the Client that all information provided to the Coach will be kept strictly confidential as allowed by law with the following exceptions, as noted above:

- (1) the Coach may break confidentiality and alert the appropriate authorities if the client gives reason for the Coach to believe that he or she will cause harm to themselves or others.
- (2) The Coach is accredited by the International Coaching Federation and may be required to share your name and email address in support of logged coaching hours.

*"I want to inspire people. I want someone to look at me and say "because of you, I didn't give up."*