

Proactive Spirit One-on-One Agreement

Version 1.0 | Effective October 2026

Introduction

At Proactive Spirit, one-on-one sessions are a structured and collaborative process designed to support clarity, resilience, and purposeful action, similar to coaching. **This Agreement uses the terms “sessions” and “coaching” interchangeably.** This Agreement outlines the expectations, responsibilities, and boundaries that help create a professional, respectful, and productive coaching relationship.

Please read this Agreement carefully. By proceeding with booking and ticking the acceptance box, you confirm that you understand and agree to the terms below, together with our master Terms & Conditions.

1. This Agreement

This Agreement represents the understanding between the Coach and the Client and supersedes all prior discussions or agreements. Any changes must be documented in writing and agreed to by both parties.

If any part of this Agreement is not enforced immediately, this does not waive the right to enforce it later. All terms remain in effect.

2. The Coaching Relationship

This is a professional client-coach relationship — a collaborative partnership founded on mutual respect and trust.

Any misunderstandings or concerns should be addressed promptly to maintain a positive and productive partnership. Communication cues such as tone, posture, or facial expression may sometimes be interpreted differently and should be clarified where needed.

Coaching or One-on-One sessions are educational and developmental in nature. It does not substitute counselling, therapy, mental health care, substance abuse treatment, or professional advice from legal, medical, or other qualified experts.

If the Client is receiving specific care or treatment, it is important to inform their providers before making significant changes based on coaching discussions.

Coaching may not address all areas of life. Topics such as work, finances, health, relationships, and personal development may be explored as relevant to the Client's goals.

3. The Coach

The Coach is committed to providing a supportive, confidential, and professional environment built on trust, encouraging the Client to think differently and take meaningful action.

The Coach actively listens, asks insightful questions, and offers constructive feedback to support progress toward the Client's goals.

Professional and ethical standards are maintained at all times to ensure sessions remain focused, structured, and aligned with agreed objectives.

The Coach may pause or decline a session if it would be unethical or inappropriate to proceed (for example, where parental consent is required or where a Client is unable to make informed decisions).

4. The Client

The Client agrees to actively engage in the coaching process with openness and commitment.

The Client agrees to maintain the confidentiality of any proprietary methods, materials, or frameworks shared (including the Proactive Spirit Resilience Framework™) and will not reproduce, distribute, or commercially exploit any content provided.

The Client is responsible for initiating and joining scheduled sessions at the agreed time. If the Client arrives late, the session may still end at the originally scheduled time. If the Client is more than 10 minutes late, the session may be treated as a no-show and may be forfeited.

The Client remains responsible for their own decisions, actions, and outcomes, including any interactions involving third parties. The Client agrees to consider potential consequences of actions taken following coaching discussions.

Intellectual Property: All proprietary methods, materials, workbooks, and frameworks — including the Proactive Spirit Resilience Framework™ — are the intellectual property of Proactive Spirit. Materials are provided for personal use only.

Attendance & Punctuality: For any scheduled one-on-one coaching or live sessions, the Client is responsible for joining at the agreed time. Arriving more than 10 minutes late may be treated as a no-show and result in a forfeited session.

Autonomy & Outcomes: The Client remains fully responsible for their own choices, actions, decisions, and personal outcomes throughout their participation in both the Framework and any optional support sessions.

5. Confidentiality & Ethics

All information shared during coaching sessions will be kept confidential unless otherwise agreed or required by law.

Clients are asked to ensure a private environment where no one else is listening in. If another person needs to be present, this must be disclosed in advance.

Confidentiality may be limited where disclosure is required by law, including circumstances involving risk of harm to self or others, or compliance with a lawful court order. Where possible, such matters will be discussed with the Client beforehand.

Minimal administrative notes may be taken by the Coach to support session continuity.

6. Session Recording

Sessions are not recorded by default. If a session is recorded for quality assurance or training purposes, explicit consent will be requested prior to recording.

Recordings are stored securely and will not be shared without written consent unless required by law. Clients may decline recording without affecting their access to services.

Any administrative concerns regarding a session should be raised within fourteen (14) days.

7. Payment, Rescheduling & Termination

Sessions are prepaid and valid for three (3) years from the date of purchase. Sessions are transferable to another person upon written request.

Refunds: A full refund may be requested within seven (7) days of purchase for prepaid sessions that remain unbooked and unused. Refunds are not provided after 7 days, nor for completed, booked, or missed sessions.

Rescheduling: A minimum of 48 hours' notice is required to reschedule or cancel a session. Sessions cancelled with less than 48 hours' notice, or where a Client does not attend, may be forfeited.

Termination: Either party may terminate the coaching relationship by providing written notice. Termination does not entitle the Client to a refund for services already delivered or committed.

8. Disputes & Limitation of Liability

If a concern arises, both parties agree to first address the matter in good faith.

Formal dispute resolution procedures, governing law, jurisdiction, and limitations of liability are set out in full within our Terms & Conditions.

9. Limitation of Liability

Proactive Spirit, its representatives, and facilitators are not responsible or liable for any direct, indirect, or consequential outcomes resulting from participation in our programmes, sessions, or use of our digital materials — including the Resilience Framework™.

The Client retains sole and full responsibility for their own choices, decisions, health, and actions at all times.

Full legal liability limits, governing law, and terms are set out in our master Terms & Conditions.

Acceptance

By ticking the box, you confirm that you have read, understood, and agree to this **One-on-One Coaching Agreement** and the accompanying Terms & Conditions.