TERMS OF COACHING PRACTICE

Coach Paula Hollis | Hollis Mastermind Group LLC

Effective Date: 01.01.26

1. Purpose and Scope

Welcome to coaching with Coach Paula Hollis.

Coaching is a collaborative, forward-focused process designed to support personal awareness, intentional decision-making, meaningful growth, and navigation through life's transitions.

These Terms of Coaching Practice apply to individual, ad hoc coaching sessions booked by new or returning clients. Coaching packages, programs, and ongoing engagements may be governed by separate written agreements.

By scheduling a coaching session and accepting these terms, you acknowledge and agree to the policies outlined below.

2. Nature of the Coaching Relationship

Coaching provides a supportive environment for reflection, exploration, goal-setting, and intentional action.

The client retains responsibility for their decisions, actions, and outcomes. Coaching does not guarantee specific personal, professional, financial, or relational results.

Coaching is not psychotherapy, mental health counseling, medical treatment, legal advice, or financial advice. Coaching does not diagnose or treat medical or mental health conditions and is not a substitute for services provided by licensed professionals.

When needs extend beyond the scope of coaching, clients may be encouraged to seek support from an appropriately qualified professional.

3. Individual Coaching Sessions

Individual coaching appointments are available to both new and existing clients.

15-Minute AIM Clarity Call

A complimentary introductory conversation to explore coaching needs, discuss potential next steps, and determine whether a coaching relationship may be appropriate.

The AIM Clarity Call is not intended to replace a full coaching session and does not establish an ongoing coaching relationship.

50-Minute Coaching Session

A dedicated, paid coaching appointment designed to address a specific area of focus, explore possibilities, strengthen awareness, and identify intentional next steps.

A single coaching session does not establish an ongoing coaching engagement or include continuing support between appointments unless expressly agreed upon.

4. Scheduling and Session Validity

Appointments are scheduled through the designated online scheduling system and are subject to availability.

Paid 50-minute coaching sessions must be completed within **90 calendar days of purchase**.

Sessions may be rescheduled within the applicable validity period, subject to availability and the cancellation and rescheduling policy.

Rescheduling does not restart or extend the original 90-day validity period.

If Coach Paula must reschedule an appointment and no reasonable alternative is available within the original validity period, an appropriate extension or other resolution will be offered.

5. Cancellations, Rescheduling, and Missed Appointments

Clients may cancel or reschedule appointments with at least **24 hours' advance notice**, subject to availability.

Cancellations made with less than 24 hours' notice and missed appointments will result in forfeiture of the session and any associated payment.

Exceptions may be granted at Coach Paula's discretion in cases of genuine emergencies or extraordinary circumstances.

Rescheduled appointments must be completed within the original session validity period. Rescheduling does not extend the expiration date.

Clients who arrive late may participate for the remaining scheduled time. Sessions will conclude at their originally scheduled ending time.

If Coach Paula must cancel or reschedule an appointment, the client will be offered a reasonable alternative appointment or appropriate resolution.

6. Fees, Payment, and Refunds

Payment for individual paid coaching sessions is required at the time of booking unless otherwise arranged.

Cancellations Made at Least 24 Hours in Advance

Clients may reschedule their appointment within the applicable session validity period or request a refund of their session payment.

Late Cancellations and Missed Appointments

Appointments canceled with less than 24 hours' notice, as well as missed appointments, result in forfeiture of the session and associated payment. Exceptions may be granted at Coach Paula's discretion for genuine emergencies or extraordinary circumstances.

Unused or Expired Sessions

Paid 50-minute coaching sessions must be completed within 90 calendar days of purchase. Unused sessions expire after this period and are nonrefundable, except as required by applicable law.

Coach-Initiated Cancellations

If Coach Paula must cancel an appointment, the client will be offered an opportunity to reschedule or receive a refund for the affected session.

All refunds remain subject to applicable consumer protection laws.

7. Confidentiality and Professional Boundaries

Coaching conversations are treated with care, discretion, and respect for client privacy.

Information shared during coaching will not ordinarily be disclosed to third parties without the client's authorization, except where disclosure is required by applicable law, a valid legal process, or another exception identified in the separate Coaching Confidentiality Statement.

Coaching confidentiality is not equivalent to the legal privilege that may apply to certain licensed professional relationships.

Clients are encouraged to participate from a private environment and to avoid recording or distributing coaching conversations without prior mutual consent.

Additional information is provided in the **Coaching Confidentiality Statement**.

8. Virtual Coaching and Technology

Unless otherwise arranged, coaching sessions are conducted virtually using the designated meeting platform.

Clients are responsible for obtaining a suitable internet connection, compatible technology, and an environment that supports meaningful participation.

If significant technical difficulties interrupt a session, the parties will work together to determine a reasonable resolution.

9. Client Participation and Responsibility

Clients are encouraged to participate openly, communicate their needs, and take responsibility for the actions they choose to pursue.

Coach Paula provides guidance, reflection, and coaching support; the client remains the decision-maker.

Clients may decline to discuss a topic or discontinue participation in a particular coaching exercise.

Both coach and client are expected to maintain respectful communication and appropriate professional boundaries.

10. Privacy and Personal Information

Information collected through appointment scheduling, payment processing, intake forms, and coaching-related communication is handled in accordance with the published **Privacy Policy**.

Third-party technology providers may process information as necessary to facilitate scheduling, payments, communications, and virtual appointments.

Clients should review the Privacy Policy for further information about data handling and their available rights.

11. Changes to These Terms

These Terms of Coaching Practice may be updated periodically.

The terms presented and accepted at the time of booking will govern that booking, except where changes are required by applicable law or subsequently agreed upon.

12. Questions and Contact

For questions regarding coaching appointments or these terms, contact:

Coach Paula Hollis
Hollis Mastermind Group LLC
Email: coachpaula@pulahollis.com
Scheduling: https://schedule.paulahollis.com

Coaching is an invitation to greater awareness, intentional choices, and meaningful growth. The journey belongs to you; coaching provides support as you navigate it.