

JEN VERHAREN

COACHING

ONE-ON-ONE COACHING AGREEMENT

Welcome! Thank you for putting your trust in me and making a commitment to our working together. Please read this agreement carefully. The purpose of this document is to set forth the details about our coaching agreement so that we are clear as to what each of our respective roles are. It contains policies and procedures as well as expectations and communication guidelines so that we're on the same page and so that our time together will be optimally constructive, positive, and productive.

This Agreement is being made between Jen Verharen ("Coach", "I" or "us"), and the individual named at the end of this document ("Client" or "you"). We both legally agree to the following:

Program Description

Our One On One Coaching Intensive ("program") will include:

- Ten fifty minute coaching calls for to be used within a 6-month period. (If a custom number of sessions has been agreed upon, you will receive confirmation of this via email.)
- Optional resources and recordings.
- A welcome Packet to be completed before your first scheduled coaching call.
- Unlimited email support for laser coaching throughout entire program.

Our Responsibilities

As your Coach, I agree to:

- Come to all our coaching calls/sessions fully prepared.
- Be on time for all sessions.
- Be fully present with you during all sessions to listen to you wholeheartedly and HEAR what you say.
- Provide a high level of accountability.
- Strategize, brainstorm and problem solve with you.
- Stretch you to high performance so you get the results you want.
- Be a mirror & give you honest feedback.
- Help you develop strategies and an action plan.
- Provide support, encouragement, and guidance throughout the Program.
- Advocate for you "Inner Coach" and hold you as powerful always.

As the Client, I agree to:

- Read and complete the welcome packet before our first session.
- Complete and deliver pre-session and post-session forms within 24 hours of our scheduled coaching sessions.
- Show up for all our coaching calls/sessions on time and without any distractions.
- Give my coach permission to be honest and speak freely.
- Be honest and speak freely as well. (This is necessary for us to develop a safe and transformative relationship.)
- Put in 100% effort before, during, and after the Program.
- Uphold a "no excuses" policy.
- Take 100% responsibility for my success or failure as I strive to achieve my goals.
- Come to each coaching call with clarity about: (1) my goals and desires, (2) what I want to focus on during the call, and (3) how my coach can best serve me during the call.
- Take action on the things I commit to during our coaching calls.
- Acknowledge that the very nature of coaching, even though it is strictly professional, is intimate and

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requires trust.

- Be open and coachable.
- Be willing to look at things through a new lens and change my perspective.
- Make all payments on time, and honor all policies.
- Ask any questions I may have as they arise.

Scheduling Policies

Contacting Me: I try to be highly responsive to my clients. Should you need to reach me between coaching calls, please contact me between 8:00am – 8:00pm via e-mail at jen@jenverharen.com. I am not accessible by phone or Skype outside of our regularly scheduled coaching calls. I will do my best to respond to you by e-mail within 12 hours (usually much sooner) Monday through Friday. I will do my best to get back to you within 12 hours after a weekend or holiday. Please note that should you have a question regarding scheduling of coaching calls, payments, or policies, please contact support@cadence-coach.com and my assistant will handle your request. In the case of an emergency and you need to contact me immediately, please e-mail me directly at jen@jenverharen.com.

Scheduling: It is recommended that we schedule your coaching calls to reoccur at the same day and time during the week when both our schedules allow. It is your responsibility to schedule your coaching calls through me, using the scheduling link provided, or through my assistant at support@jenverharen.com. You are responsible for initiating all of our coaching calls. Call 206-567-4022 and come prepared to start and end our coaching calls on time. Your first coaching call must be scheduled within 30 days after enrollment (but preferably right away.) All of your coaching calls, should be completed within 6 months after your first scheduled coaching call.

Cancellation and Rescheduling: Showing up for your coaching calls is very important. It shows commitment to yourself and the work we are doing together. It also shows respect for both your own time and mine. I have a very firm cancellation policy. If you need to cancel any coaching call for any reason, please do so at least 24 hours in advance (although 48 hours is preferred) in order to avoid having to forfeit your call. You will receive a confirmation email when your calls are scheduled and a 24-hour reminder email. Please save your confirmation email! If you need to reschedule a session, simply click on VIEW APPOINTMENT DETAILS in that email and you can cancel or reschedule your sessions from there. If you need to cancel or reschedule a coaching call without providing at least 24 hours advance notice, it will be considered forfeited and there will be no opportunity to reschedule it. If a true emergency occurs, please e-mail me immediately. I will do my best to reschedule our session.

Investment and Payment

Payment is made in full or by Installments: Your program begins upon enrollment once payment has been received. If paying in full, please pay the full amount of your payment during your discovery call or within 24 hours of its completion. If paying by installments, please pay your deposit within 24 hours of your discovery call and all subsequent installment payments will be charged monthly. We will inform you as to the dates that your debit card or credit card will be charged for your installment payments. Payments are non-refundable. You agree that you are financially willing and able to invest in this program by choice, and by doing so you are not in any way incurring economic hardship. Should you have any questions about billing or payments, please contact us at support@cadence-coach.com.

Authorization and Receipt: If paying by debit card or credit card (Visa, MasterCard, American Express or Discover), you give us permission to automatically charge your credit or debit card as payment for your program without any additional authorization, for which you will receive an electronic receipt. Once our billing dates are agreed upon, you are responsible for being aware of your billing dates, so if there are any

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changes that need to be made to your billing information in order for your payment to be processed, you are responsible for letting us know in advance by sending an e-mail to support@jenverharen.com.

Missed Payment: In the event that there is a problem with the payment transaction or method, you will be notified by e-mail and then have a 72 hour grace period to make the payment following the due date, whether paying in full or by installment. If payment is not made, your program will be put on hold. If no payment is made within the 72 hour grace period, the program will be automatically terminated and no refund will be provided.

Refund Policy: I want you to be thrilled with your coaching program. If for some reason you are not satisfied and wish to stop the program at any time, you still will remain fully responsible for the full cost of the program, and no refund will be provided. I will have invested considerable time and effort in your program, and if you decide to withdraw for any reason whatsoever, that time and effort has still been made. The coaching process can be challenging and this policy is meant to hold you to a high standard and to support you in getting all you want to out of working with me. It is part of my holding a high bar for your success and follow through.

Confidentiality

I will keep all information exchanged during the program in strict confidentiality. I will not disclose confidential information that you share with me during the program to anyone else without reason to know such information, except as when required by law, ethics, or upon written authorization by you.

Intellectual Property Rights

I retain all ownership rights to the materials provided to you through your participation in the program. The copyrighted and original materials shall be provided to you for your individual use only and with a single-user license. You are not authorized to share, copy, distribute, or otherwise disseminate any materials received from us electronically or otherwise without my prior written consent. All intellectual property, including the copyrighted program materials, shall remain my sole property and no license to sell or distribute or materials is granted or implied. You agree not to reproduce, duplicate, copy, sell, trade, resell or exploit for any commercial or personal purposes, any portion of the Program, including any of the program materials.

Personal Responsibility, Disclaimer & Release of Claims

Personal Responsibility & Assumption of Risk: You acknowledge that you take full responsibility for your health and well-being and all decisions made before, during and after your program. I have used care in preparing the information provided to you, but all of my information, programs and services are made available to you as self-help tools for your own personal use and for informational and educational purposes only. You accept full responsibility for your choices, actions and results, and expressly assume the risks of the program for your use, or non-use, of the information provided to you. You also understand that you are expressly assuming all of the risks of the program, whether or not such risks were created or exacerbated by the program.

Disclaimer: I explicitly state that my role is to support and assist you in reaching your goals, but your success depends primarily on your own effort, motivation, commitment and follow-through. I cannot and do not guarantee that you will attain a particular result or income increase or level, and you accept and understand that results differ by each individual. Each individual's personal and business success depends on his or her background, dedication, desire, and motivation, and a whole host of additional factors. As with any financial or business-related program or service that you purchase, your results may vary, and will be based on many variables, so therefore no guarantees can be made. Any results, earnings, income

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statements or examples are only estimates of what is possible for you. There can be no assurance as to any particular results or financial outcome based on the use of our program. You agree that I am not responsible for the success or failure of your personal or business decisions, the increase or decrease of your finances or income level, or any other result of any kind that you may have as a result of information presented to you through the program. You are solely responsible for your results.

Indemnification and Release of Claims: I will not be held responsible in any way for the information that you request or receive through this program. By signing this Agreement, you fully and completely hold harmless, indemnify and release me and any other of my employees, shareholders, directors, staff, consultants, contractors, agents, or anyone affiliated with me or us, from any and all liability, damages, causes of action, allegations, suits, sums of money, claims and demands whatsoever, in law or equity, that you ever had, now have or will have in the future against me or us, arising from your participation in or in any way related to the program, unless arising from the gross negligence on our part which legally may not be waived.

Other Important Terms

Termination: Either of us may terminate this Agreement with 72 hours written notice to the other. E-mail notification is permissible and sufficient. Please note that I reserve the right to terminate this Agreement if you repeatedly miss payments. All terms of this Agreement, including all Investment, Refund Policy, and Intellectual Property terms as written above, will still apply even after termination by either of us.

Notice: All correspondence or notice required regarding the program should be made to me at jen@jenverharen.com and to you at the e-mail address you provided during your enrollment in the program. Should your e-mail address or contact information change at any time throughout the course of the program, please provide your new contact information to me within 72 hours of any such change.

Entire Agreement, Assignment, Survivability and Waiver: This Agreement contains our entire agreement. This Agreement may be modified or amended at any time if the amendment is made in writing and is signed by both of us. You may not assign your rights or obligations under this Agreement to anyone else. In the event that any part of this Agreement is deemed invalid or unenforceable, it shall not affect the validity or enforceability of any of the remaining portions of the Agreement which shall be severed and remain in full force. The failure to enforce any provision of this Agreement shall not be construed as a waiver or limitation of the right to later enforce and compel strict compliance with every part of this Agreement.

By signing this Agreement, we are both acknowledging that we have read, understand, agree to and accept all of the terms in this Agreement. Your program will begin once this signed document has been received, and your deposit or full payment has been made.

Looking forward to working with you!

Signed:

Jennifer L Verharen

Business, Performance & Life Coach