



Consulting and Administrative Support Terms and Conditions

Getting the most out of the support process

We agree to provide consulting and administrative support on agreed upon topics relating to coaching and the use of Life Coach Office (hereafter referred to as LCO) as an online client management software option. The results from this support will greatly depend on the client being willing to actively participate in the process. It is expected that the client will communicate their needs clearly in order for desired outcomes to be met.

Materials and Support

In addition to live support, LCO will be used to facilitate some of the consulting process. Clients will have a separate “client” account and will have use of any information provided within that account.

Any information or documents provided by the client will remain their material. Any documents shared by consulting expert to client is done so with the expectation that the client will use such materials in their coaching practice and not for resale.

Privacy and Confidentiality

Your work with our support experts is always private, 100% judgment free and totally confidential.

Scheduling

- All meetings will be scheduled at an agreed upon time that is suitable to you and your support expert

- Meetings will be one-on-one and will can be conducted via Skype voice for calls and Zoom Videos for LCO training. Training sessions via zoom will be recorded and made available to you.
- It is your responsibility to call your coach and/or join in on video meetings at the scheduled time.

Rescheduling Meetings

If you need to reschedule a meeting, please provide at least 24 hours' notice to your support expert via the methods you both have agreed upon.

If no notice or late notice is received without a valid excuse, the time for the session will be lost.

Client Access

Access to the client portal will be made available to each client for 3 months after the support arrangement ends.

Use of Time / Agreement

Time is purchased in blocks of two hour intervals and must be used within 30 days of purchase. Time is used during conversations between coach and client and/or for use of administrative support in which your support expert is working on agreed upon support items.

Start date and terms of work will be outlined in a formal agreement. Any unused time at the end of 30 days will be forfeited.

Please note, this is a very strict policy

Refund Policy

We try to ensure that every client is satisfied, however once you have agreed to these terms (which is signified by payment) refunds are not granted.

Liability

In the event of an error in any tasks, it will be corrected and Universal Coaching Systems and its subsidiaries will suffer no liability. We work to achieve the highest level of quality; however, we cannot make any guarantees that work will satisfy the clients expectation. We do guarantee that we will work together for a solution to any concerns

raised.

Questions

If you have any questions about this document, please email us at admin@universalcoachingsystems.com.

Thank you. We look forward to working with you!