

Parent Coaching Terms & Conditions (version of [27th of June 2022])

This document applies to 1:1 parenting coaching services and constitutes a contract between you and Our Parenting Journeys Sàrl (hereinafter: "OPJ") for the service provided.

You should read it carefully and raise any questions and concerns that you have.

The contract is concluded by subscribing to a coaching session and by checking the box "*I have read and understood the terms and conditions of [27th of June 2022] and the disclaimer of [27th of June 2022]*".

The client agrees to pay fees for the service on the terms and conditions set out below. In return for the fees payable by the client (or by a third party on their behalf), OPJ agrees to provide the service in accordance with the terms and conditions set out below.

1. The Service: 1:1 parent coaching

- 1.1 The services to be provided by OPJ are 1:1 parent coaching services and do not constitute psychological counselling or any type of therapy or clinical treatment, and should not be construed as such.
- 1.2 Parent coaching includes the development and implementation of strategies to reach client-identified goals of enhanced performance and personal satisfaction. Coaching may address your parenting goals, relationship with your child, discipline practices, and parental performance and satisfaction. Parent coaching utilizes personal strategic planning, values clarification, brainstorming, motivational interviewing, and other techniques. Coaching may be a one-time session or ongoing/as needed depending on needs. Coaching does not constitute child or parent physical, emotional or behavioural health assessment or treatment, or counselling.
- 1.3 In coaching the client sets the agenda and the success of the enterprise depends on the client's willingness to take risks and try new approaches. The relationship is designed to be direct and challenging. You can count on your coach to be honest and straightforward, asking powerful questions and using challenging techniques to move you forward. You are expected to evaluate progress and when coaching is not working as you wish, you should immediately inform your coach in order that you can both take steps to correct the problem.

2. Coaching procedure

- 2.1 The number of coaching sessions will be agreed at the start of coaching with your OPJs coach. Where no specific number is agreed sessions will be provided on a session by session basis. Full payment is due before each session. Additional sessions can be booked as required.
- 2.2 The length of each session is usually 60 minutes. Different length sessions can be discussed with the coach prior to the commencement of the first session.
- 2.3 Coaching will take place with your coach face-to-face (venue by mutual agreement), online via zoom, or by telephone. Unless otherwise agreed, you are responsible for telephoning your coach at agreed times.
- 2.4 Your coach may assign you tasks or exercises to complete between coaching sessions. There is no obligation to complete these tasks, but not doing so may slow your progress in achieving desired parenting outcomes. Where possible, you are requested to submit any information requested by your coach relating to exercises at least 24 hours before the coaching session when they are to be discussed. The coach will provide feedback during coaching sessions.
- 2.5 You may contact your coach by what's app, text message or email between sessions to share a success or seek clarification on a coaching issue. Support between sessions is seen by OPJ as a necessary part of the coaching process.



3. **Payment and fees**

- 3.1 Fees must be paid in advance of each session. You may choose to pay for a block of sessions in advance if you prefer. If there is a problem with payment you must notify OPJ as soon as you can.
- 3.2 To protect against banking fraud, there are no circumstances in which OPJ would direct you to change accounts to which fees are paid without speaking to you in person or on the telephone.

4. **Cancellations and rearranging sessions**

- 4.1 If for any reason you are unable to attend a scheduled session please make OPJ or your coach aware in good time.
- 4.2 Missed sessions and sessions cancelled less than 24 hours in advance will be charged the full fee.
- 4.3 Sessions that cannot be completed due to technical problems on your side (including, but not limited to, lost internet connection) will be charged as normal.

5. **Termination**

- 5.1 OPJ shall be entitled to terminate this contract and cease to provide you with any services with immediate effect in the event that you:
 - fail to pay when due your Fees;
 - act in an aggressive, bullying, offensive, threatening or harassing manner towards any employee or collaborator of OPJ or your coach;
 - steal or act in fraudulent or deceitful manner towards our employees/collaborators of OPJ or your coach
 - are in other breach of these terms and conditions.
- 5.2. On termination the responsibility and liability clause and confidentiality clause shall continue notwithstanding such termination.

6. **Responsibility & Liability**

- 6.1. The disclaimer of [27th of June 2022] is applicable and forms part of this contract.

7. **Confidentiality**

- 7.1. Coaching often involves the disclosure of sensitive and personal information, so confidentiality is paramount. In order to protect your right to privacy the information you disclose to your coach will remain confidential between the parties.
- 7.2. OJP coaches are required to have regular supervision sessions where they discuss aspects of their work. In such supervisions, coaches do not reveal individual identities and supervision itself is confidential between coach and supervisor. By contracting with us you give your consent to such sessions.



7.3. Exceptions to confidentiality are as follows:

- Where you give your consent for information you have disclosed to be shared with a third party;
- Where the coaches are compelled to by regulation or law; or
- Where the information is of such gravity that confidentiality cannot be maintained. This includes instances in which your coach considers in their sole discretion the client or others could be in immediate danger; or
- Where the situation concerns a safeguarding issue regarding the welfare of a minor.

7.4. OPJ requires that you provide an emergency contact name and telephone number, to be used only in the event of an emergency, such as sudden illness or accident.

7.5. OPJ requires that the name and contact details of your child's Paediatrician be provided prior to the commencement of coaching sessions.

8. **Data Protection**

8.1. Under this contract, OPJ will obtain, use and disclose (together "**Use**") certain information about you ("**Data**"). This statement sets out the principles governing our Use of Data. By booking onto a 1:1 coaching session you agree to this Use.

8.2. When you register with OPJ you will need to provide certain Data such as your contact details and demographic information. OPJ will store this Data and use it to contact you, provide you with details of the course you have booked onto.

8.3. Unless you click on the relevant button on the Registration Form, OPJ may also use the above Data, and similar Data you provide us in response to surveys, to aggregate user profiles.

8.4. OPJ will not pass any personal data onto anyone outside of OJP.

8.5. OJP endeavour to take all reasonable steps to protect your personal Data, but cannot guarantee the security of any Data you disclose. You accept the inherent security implications of being and transacting on-line over the internet and will not hold us responsible for any breach of security.

9. **Complaints**

Please contact OPJ in the first instance should you wish to discuss any aspect of your care or this contract.

10. **Applicable law and jurisdiction**

These Terms and Conditions are governed by Swiss law, to the exclusion of any other foreign legislation. The place of jurisdiction is Geneva, Switzerland.

