

Solution Focused Life Coaching

Investment Fees for Intensive Programmes

Face-to-Face, Telephone, Skype or Mix-and-Match

1. General Notes

- The most economical option is a block booking of five or more sessions (with the book offer). **To enjoy the discount, all investment fees need to be paid in advance AND all sessions to be taken within 10xN days**, e.g. 10 sessions in 100 days. See tables below. If you require sessions over a longer period, please ask.
- BOOK OFFER:** If have purchased either *Unlock Your Confidence* OR *Don't Wait For Your Ship to Come In. . . Swim Out to Meet It* you may claim £15 discount from the total cost of a block booking (**five** sessions or more, paid in full in advance). Proof of purchase required at the time of booking.
- Please read terms and conditions, cancellation and refund policies and ask for clarification of any points. All contracts are made on the assumption you have read, understood and agreed to terms and conditions.
- Limited number of intensive 30-day packages available, if you can be flexible and fit in with vacant times slots.

2. Skype/Telephone Coaching

- The first session (& one-off session) includes a pre-coaching questionnaire and an email summary is **£69** and subsequent sessions are **£57**. Standard sessions are 50 continuous minutes. (For extended 75min sessions: First is £97, subsequently £79).
- Pre-Paid Block Bookings:** The table shows the fees per sessions after the discounts have been applied at 3.3N%, where N is the number of sessions - so that's 33% off for 10 sessions. Fees to be paid in advance and all session to be taken within 10xN days of first session.

Skype/Telephone No. of Sessions	Total (Non-discounted)	% Discount	Saving	Investment After Discount	Per 50 min Session
Ten in 100 days	£582.00	33.0%	£192.00	£390.00	£39.00
Nine in 90 days	£525.00	29.7%	£156.00	£369.00	£41.00
Eight in 80 days	£468.00	26.5%	£124.00	£344.00	£43.00
Seven in 70 days	£411.00	23.3%	£96.00	£315.00	£45.00
Six in 60 days	£354.00	20.3%	£72.00	£282.00	£47.00
Five in 50 days	£297.00	17.5%	£52.00	£245.00	£49.00
Four in 40 days	£240.00	15.0%	£36.00	£204.00	£51.00
Three in 30 days	£184.00	10.3%	£19.00	£165.00	£55.00

- Skype/Phone times:** Mon to Thurs: 8am to 8pm; Fri: 8am to 5pm and; Sat: 9am to 12noon (Limited slots). Sunday or Bank Holiday appointments available for an additional £10 fee per session. Please ask for more details/ a quote.
- For telephone** sessions, *you call* the coach at the appointed time on number provided. **For Skype**, send invite to: garywood.psy

3. Face-to-Face Coaching (F2F)

- The first session (and one-off session) which includes the pre-coaching questionnaire and an email summary is **£97**. Subsequent sessions are **£79**. Standard sessions are **50** continuous minutes. (For extended 75min sessions: First is £127, subsequently £107). These fees apply to Bearwood & Edinburgh locations. For the **Harborne & Birmingham City Centre** locations, there is an additional ***10% loading** per session.
- Pre-Paid Block Bookings:** The table shows the fees per sessions after the discounts have been applied at 3.3N%, where N is the number of sessions - so that's 33% off for 10 sessions. Fees to be paid in advance and all sessions to be taken within 10xN days of first session.

Face-to-face No. of Sessions	Total (Non-discounted)	% Discount	Saving	Investment After Discount	Per 50 min Session
Ten in 100 days	£808.00	31.9%	£258.00	£550.00	£55.00
Nine in 90 days	£729.00	28.4%	£207.00	£522.00	£58.00
Eight in 80 days	£650.00	24.9%	£162.00	£488.00	£61.00
Seven in 70 days	£571.00	21.5%	£123.00	£448.00	£64.00
Six in 60 days	£492.00	18.3%	£90.00	£402.00	£67.00
Five in 50 days	£413.00	15.2%	£63.00	£350.00	£70.00
Four in 40 days	£334.00	12.6%	£42.00	£292.00	£73.00
Three in 30 days	£255.00	11.7%	£30.00	£225.00	£75.00

- Face-to-face times:** Mon to Thurs: 9.30am to 5.30pm; and Fri: 9.30am to 4.30pm. Alternate Saturdays 10:15am to 12:15 pm (Bearwood only). Face-to-Face sessions in Edinburgh are available monthly only (with Skype of telephone sessions in between).
- No Sunday or Bank Holiday appointments, although you may convert to a 50min Skype session.
- Locations:** (i) Bearwood/ Thimblemill Library (ii) Birmingham LGBT Centre*, (iii) Harborne (Birmingham)* - Limited Spaces, (iv) Work place (iv) Café/Locations, and (v) South Side Centre, Newington, Edinburgh
- On-street parking only at all locations. Please check out locations beforehand.

4. Mix and Match Option

It is possible to mix and matching between Skype/telephone & Face-to-Face (F2F) coaching. A popular option is to have a face to face-to-face contact at the beginning middle and end and telephone/Skype sessions in between. * *Time limits subject to initial negotiation for clients in Edinburgh due to limited F2F time slots available.* **Please ask for a personalised quote.** Here are some examples:

- i. **Value 5: a) £297** for Two F2F (beginning & end) & three phone/Skype sessions (in between) or **b) £327** for Three F2F (beginning, middle & end) & two phone/Skype sessions (in between). Sessions to be taken within 50* days.
- ii. **Value 7: a) Two F2F sessions (beginning & end) & five phone/Skype sessions (in between) = £377** or **b) Three F2F (beginning, middle & end) & four telephone/Skype sessions (in between) =£407.** Sessions to be taken within 70* days.
- iii. **Value 9: a) Two F2F sessions (beginning & end) & seven phone/Skype session (in between) = £437** or **b) Three F2F sessions (beginning, middle & end) & six phone/Skype sessions (in between) = £477.** Sessions to be taken within 90* days.

5. Terms and Conditions

- a. **Appointment times:** Coaching sessions begin at appointed time and run continuously. If you arrive/call late, session will be shorter. Time will be added/credited for any technical difficulties with Skype. Offers to telephone you are a courtesy (for exceptional circumstances) not a change in terms and conditions.
- b. Occasionally if it circumstances allow and we do run over time, this represents a courtesy rather than a change in the original contracted time of 50 *continuous* minutes (or 75 continuous mins for extended sessions) from appointment start time. If you decide to terminate session before end of session, no credit will be given for remaining minutes in that session.
- c. **All fees are paid in advance.** Payments are made by bank transfer or PayPal at least 48 hrs **before** the first session. PayPal incurs a 5% loading. Instalment payment plans available on request and incur a 5% loading.
- d. For discounted block bookings, **all sessions need to be taken within 10xN days of first appointment.** After 10xN days, fees revert to non-discounted fees. No extra payment will be due but the number of sessions in block will be reduced. Where appointments are not available, due to Coach's holiday, time will be added to the end date. There are no refunds but top-ups will be accepted.

6. Cancellation & Rescheduling Policies

- a. Because there are limited coaching places & time slots, and rooms must be booked, 48 hours' notice is required for cancellation (or rescheduling) of an appointment. This is to comply with conditions of room bookings and so that the slot has a chance of being filled or room rebooked. Less than 48 hours' notice but more than 24 hours and a 50% fee will be charged. Less than 24 hours noticed, the full fee will be charged.
- b. The cancellation policy may be waived at coach's discretion for notification of less than 24hrs, for exceptional circumstances. Usually, a credit of a Skype session (50 mins) may be given for cancelled face-to-face or telephone/Skype session. No Skype credit will be given for no-shows or for cancellations less than 90 mins before appointment time.
- c. Rescheduling an appointment is free (with 48 hrs notice) on the first occasion. However, for multiple rescheduling of the same appointment there is a £10 admin fee for each & every subsequent change of this appointment. If the coach needs to reschedule your appointment at short notice, you will be credited with an additional 30 Skype minutes for rescheduling. No other compensation will be due.
- d. **Google Calendar is used to remind you of appointments (including 48hr & 24hr reminders). Please ensure your computer/device is set to correct time zone (e.g. GMT or BST, otherwise appointments will not be shown correctly).**

7. Refund Policy

- a. Refunds allowed 48 hours prior to the beginning of the coaching programme. There will be a £25 administration charge. Less than 48-hours' notice but more than 24 hours then a 50% fee for first session will be charged. Refunds of any balance will be made within 7 days.
- b. You can change your mind up to 48hrs after first session has been taken. You will be charged full fee for the first session (see above), plus a 10% administration charge on total fees. The balance will be refunded within 7 days. After the coaching programme has begun (that is 48 hrs after first session has been taken) any unused sessions will **not** be refunded but may be transferred to someone else with £25 administration fee.
- c. **All unused sessions expire 10xN days after initial session, subject to a and b above.**

8. Converting Face to/from Face to Skype/Telephone

- a. Up to two 50-minute face-to-face session may be converted to 75 minutes Skype/Telephone for time per session (for normal hours, see above) and a like-for-like 50 minutes on Bank Holiday and Sunday.
- b. Any number of Skype/Telephone sessions can be converted to Face-to-Face sessions for a flat fee of £20 per session.