

Coach-Client Services Agreement

Welcome to Authentic Insights LLC. This document contains essential information about our confidential, professional services and business policies.

Intuitive Coaching Services

Intuitive coaching sessions vary depending on the personalities of the coach and client, and the particular concerns that you are experiencing. Intuitive coaching is not therapy.

For our sessions to be the most successful, you will have to work on the things that we talk about, both during our sessions and at home. It requires active effort on your part.

In some sessions we may discuss unpleasant aspects you are experiencing in life which may bring up feelings such as sadness, guilt, anger, frustration, and loneliness. Intuitive Coaching may lead to better solutions to specific concerns, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Your first few sessions will involve an evaluation of your needs. By the end of the evaluation, I will be able to offer you some first impressions of what our work with include and a homework plan to follow, if you decide to continue with me.

If I feel I am not the right Intuitive Coach for you, I will recommend another practitioner.

Please understand that due to my work schedule I am often not immediately available by email. But I will make every effort to return your email within 24 hours, with the exception of weekends or holidays.

Sessions

All sessions are done via Zoom or by phone and are not recorded. Nor are they allowed to be recorded on your end.

Sessions are paid for in advance via Venmo (Sushma Hallock@Authentic_Insights_4U). Or by Paypal (sushma@authentic-insights.coach)

Rates/Fees

Discovery session: 20 min free

Individual sessions: 45 min \$120

Couple Sessions: 60 min \$160

3 Session Package for an individual: 45min each session \$345

3 Session Package for a couple: 45min each session \$465

Late Attendance, Late Cancellation & No Show

Any purchases of services or products are considered 100% non-refundable, this includes missed appointments with less than 48hrs notice of cancellation on the client's end. If a client is more than 15 minutes late to a scheduled session, without notice, the session will be considered a late cancelled session.

No refund will be provided for missed sessions due to client scheduling errors, malfunctioning customer phones / computer hardware or equipment issues on the client end.

All of our sessions will be based on Eastern Standard Time. Clients must be aware of the seasonal time change when booking their appointment.

We reserve the right to refuse service to anyone and/or to discontinue this service at any time.

Notice of personal or family emergencies (such as medical or accident) will be accepted, but must be provided, to have the cancellation fee waived.

Authentic Insights LLC is considered an out-of-network provider for all insurance panels. The client is solely responsible for the full session fees and responsible for confirming their benefits and managing claims with their insurance company.

Emergencies

If you have an emergency, please call 911 or go to the nearest emergency room.

Acceptance of the Terms of Service

USE OF THIS SITE SIGNIFIES THE ACCEPTANCE OF THE TERMS OF SERVICE AGREEMENT AND THE PRIVACY POLICY.

If you do not agree with the terms of these documents, please do not provide Authentic Insights LLC with any information and do not use Authentic Insights LLC services.

Your continued use of Authentic Insights LLC in light of changes to this statement, to the privacy policy or to the relevant principles will signify your acceptance of the changes.

Personal Information – data

Any data you provide about yourself through the online form <https://authentic-insights.coach/client-history-form/> and any information which identifies you, such as your name, address, email address and telephone number, pictures, video images, will be retained using a HIPAA compliant service. More information on this can be read here <https://compliancegroup.com/hipaa-compliance-verification/>

Storing and protecting data

We take precautions to protect your data—Some of the safeguards we use are firewalls and information access controls.

Please understand, however, that no system is perfect or can guarantee that unauthorized access or theft might not occur. Data collected is stored and processed via electronic systems.

Therefore, you agree that we are not liable for hacking, illegal activities, and data breaches whatsoever.

We do not assume and hereby disclaim any liability to any person or entity for any loss or damages (including, without limitation, physical, medical, mental, financial, special, indirect, incidental or consequential) caused with regard to any information and/or any suggestion(s) or advice provided to you through this service, or as a result of your use of this service.

I hereby release and hold harmless Authentic Insights LLC and her associates and/or her agents, from any liability due to accidental, coincidental or other damages or injuries to self, family members or animal(s), and/or personal property, and from loss of property resulting from consultation, sessions, suggestions, information, instruction or advice given by Authentic Insights LLC. I understand that this is for educational, entertainment, and instructional purposes only.

I hereby release Authentic Insights LLC from any and all liability whatsoever, including but not limited to negligence or reliance on the information provided.

I agree to have this session / consultation by my payment of and participation in said session/consultation, hereby give my consent and agree to adhere to all terms and policies of this agreement.

I further understand amendments, revisions and updates may be made to these terms & policies and I may check on the Authentic Insights LLC site at any time for those changes.

Please note before commencement of services Authentic Insights, LLC will require an email agreement.

Subject Heading: Agreement

In body of email: I agree with the Authentic Insights, LLC Coach-Client Services Agreement