

*In Touch Coaching LLC*  
**Relationship Agreement Policy**

Thank you for choosing In Touch Coaching LLC for your relationship needs. Please read the Relationship Agreement Policy carefully and initial the terms and conditions. **Note: Both partners must initial this agreement if attending sessions.**

**Relationship Coaching:** Relationship coaching involves identifying current issues, developing solutions, and providing a customized plan using a variety of tools and techniques to help the Client(s) move forward. Relationship coaching is for couples or individuals who are emotionally and psychologically healthy, who are committed to their partner, and committed to the coaching process. The Relationship Coach works with couples or individuals who have been married for a while, want premarital counseling, have blended families, have unresolved arguments and conflicts, have different parenting styles, lack intimacy or passion, have experienced infidelity, are going through divorce, or with single individuals who want to date and break old patterns/habits. **Note:** Relationship Coaching is *not* a substitute for any mental health service and does not treat Clients with mental health illness and/or substance use disorders. Only a qualified doctor or psychotherapist is legally allowed to diagnose and treat Clients with mental health illnesses. **Initial:** [redacted] / [redacted]

**Insurance:** In Touch Coaching does **NOT** participate, bill, use diagnosis codes or CPT codes, complete forms for reimbursement or accept payment from insurance companies for services received. For this reason, In Touch Coaching cannot accept Health Savings Account (HSA) cards or Flexible Spending Account (FSA) cards. **Initial:** [redacted] / [redacted]

**Payment:** All payments must be paid in full at the time of service unless a Split Payment Plan has been agreed upon prior to the Client's first session. A \$50.00 non-refundable deposit is required to hold the Client's first session, which can be paid via invoice or over the phone. The deposit will be applied to the Client's Package. In Touch Coaching LLC accepts payment in the form of cash, VISA, MasterCard, American Express or Discover. The following card types are accepted: credit, corporate, debit (processed like credit), prepaid and rewards. Unfortunately, In Touch Coaching LLC does not accept payment in the form of checks, cryptocurrency, HSA cards, or FSA cards. **Initial:** [redacted] / [redacted]

**Package Fees:** Package fees vary and are subject to change at any time. If prices should increase, it will not go into effect until the Client's sessions are complete. The fee for [redacted] (insert amount of sessions (i.e., 3, 4 or 6)) is \$ [redacted] (insert package price). Once the Client(s) complete their package, the Client(s) may elect to continue individual sessions, sign up for another package, or consider a monthly maintenance plan. **Initial:** [redacted] / [redacted]

**Refund Policy:** **ALL SALES ARE FINAL.** In Touch Coaching LLC understands that situations can change quickly and that relationship coaching can be an emotional process with the Relationship Coach. If the Client(s) do not like the coaching process for whatever reason, then the Client(s) should discuss other possible options with the Relationship Coach (i.e., individual sessions without their partner, less homework, etc.) to complete their package. **Initial:** [redacted] / [redacted]

**Cancellation Policy:** The Client(s) may cancel this agreement in writing at any time. The Relationship Coach may also cancel this agreement under the following circumstances, which are, including, but not limited to, Clients who behave inappropriately, who yell or are verbally abusive toward the coach or their partner, threaten to harm the coach or their partner, does not call or show up ("No-Shows") to scheduled sessions, excessively cancels sessions and/or is continuously late to sessions. There are no refunds if the Client(s) or the Relationship Coach cancel this agreement. **Initial:** [redacted] / [redacted]

**Attending Sessions:** The Client(s) must attend sessions within 30 days of their last session unless there are special circumstances that have been arranged with the Relationship Coach. Relationship Coaching is a commitment and is designed to help the Client(s) reach their relationship goals, which is why attending sessions frequently (i.e., once a week, twice a month, etc.) is detrimental to the Client's relationship. Therefore, if the Client(s) do not attend a session at least once every 30 days, the Client's remaining sessions will become null and void. **Initial:** [redacted] / [redacted]

# In Touch Coaching LLC

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**Rescheduling Sessions** Rescheduling sessions is easy to do. However, rescheduling and/or cancelling sessions represent a cost to the Relationship Coach and other Clients who could have been seen. For this reason, In Touch Coaching LLC requires at least 48-hours' notice to cancel or reschedule In-Person or Tele Coaching (phone) sessions. If the Client(s) cancel or reschedule their session in less than 48-hours' the Client(s) will forfeit their session. If the Client(s) excessively cancel or reschedule their sessions consecutively (i.e., cancel two sessions in a row), but cancel before 48-hours, they will forfeit their session. If the Client(s) are more than 10 minutes and do not call the Relationship Coach or do not show up ("No-show"), then the Client(s) will forfeit their session. In the event the Client(s) need to cancel a Monday or Tuesday session, then the Client(s) will need to call or text the Relationship Coach on Saturday or Sunday at least 48-hours prior to the Client's scheduled session. If the Client(s) fail to notify the coach of their cancellation, the Client(s) will forfeit their session. *Note: If a cancellation occurs after 48-hours due to unforeseen circumstances and there is proof of an emergency, then a \$50 minimal fee will be charged (rather than forfeiting the entire session).* Therefore, excessively rescheduling, cancelling or being late to sessions may result in additional fees, forfeiting sessions and/or discharge from In Touch Coaching LLC. **Initial:** [redacted] / [redacted]

**Session Times:** The first session is 90-minutes for new Clients only. The remaining sessions are 60-minutes. Sessions are offered In-Person or via Tele Coaching (phone). The Client(s) agree to attend their In-Person sessions on time and/or call at their scheduled session time. All sessions must begin and end at the Client(s) scheduled session time to ensure it does not affect other Clients. Arriving or calling late will reduce your session time. If the Client(s) should exceed the scheduled session time, the Client(s) may be charged an additional fee. **Initial:** [redacted] / [redacted]

**Session Reminders and Confirmations:** To reduce cancellations and "No Shows," confirmation texts and/or emails are sent to the Client(s). Clients are required to confirm their session via text message or email at least 48-hours prior to their scheduled session. Clients who do not confirm their session will have their session cancelled and a cancellation fee may apply. In the event the Relationship Coach does not send a confirmation text/email (due to the weekend) **OR** a confirmation is sent in less than 48-hours (i.e., Monday sessions), then the Client(s) session will not be cancelled. Thus, it is the Client(s) responsibility to set calendar reminders to avoid "No Shows" and cancelled sessions. **Initial:** [redacted] / [redacted]

**Goals and Assignments:** Some goals and assignments may be discussed and given to the Client(s) during and/or after sessions when applicable. Additionally, after each session, the Relationship Coach will work on a customized recap, which will be emailed to the Client(s) within 48-hours. Recaps may include reading material and worksheets that must be printed and completed before the Client's next session. If the Client(s) do not receive their recap from the Relationship Coach after 48-hours, then it is the Client(s) responsibility to inform the Relationship Coach. It is also the Client's responsibility to add In Touch Coaching LLC as a known contact to their email **OR** to check their spam/junk folder for their assignments. Once the Client(s) receive their recap, they are encouraged to complete their goals and assignments within a few days of receiving them. This will ensure Client(s) are ready for their next session and they have been able to practice the new tools and techniques. *Failing to read and complete assignments will delay the progress of the Client's relationship goals and may affect the success of the Client's outcome.* Also, the Client(s) understand the privacy risks of sending and receiving electronic messages and will not hold the Relationship Coach responsible for emails that contain personal content from their session. If the Client(s) prefer not to have an email sent they may opt out now or at any time by writing "Opting Out" next to their initials. The Client(s) may also take notes using a pen and paper, but electronic devices are prohibited for security reasons. **Initial:** [redacted] / [redacted]

**Additional Support:** The Client(s) may e-mail the Relationship Coach to ask questions about their goals and assignments. However, the Client(s) will need to schedule a session if they want to email the Relationship Coach about conflicts or advice on their relationship. **Initial:** [redacted] / [redacted]

