Happier by Heather
Terms and Conditions: Wellbeing Coaching

All clients are required to read and agree to the following:

I have sought medical opinion, diagnosis and advice about my condition. I understand that a Chrysalis Effect Practitioner uses coaching and is not conventionally medically trained.

I understand my practitioner has undergone training to specialise in the field of Chronic Fatigue Syndrome, M.E., Fibromyalgia and Post Viral Fatigue, and is a certified Chrysalis Effect Practitioner.

I understand my practitioner supports the online recovery programme by using Wellbeing Coaching to assist me through each session of the programme, in conjunction with other modalities.

I understand that my practitioner is qualified in their own specialist field and may refer me for testing or treatment with other practitioners from time to time. Fees charged by these other practitioners and fees set for diagnostic laboratory testing may be subject to change without notice.

The Chrysalis Effect is at times challenging and it may be appropriate for my practitioner to ask permission to be honest and challenge a belief or behaviour that is preventing my recovery.

I understand that I will be required to commit to read/listen to the on-line session content.

Consultations with my practitioner take place one-to-one either by Zoom, telephone, or in person. Support in between consultations will take place via email, telephone, or Zoom. The timing of practitioner support will be agreed at the onset of the coaching relationship.

In the unlikely event of practitioner illness or incapacity, consultations may be conducted by another fully accredited Chrysalis Effect Practitioner trained in the same or similar specialist field as my practitioner.

I understand that if I need to re-schedule or cancel an appointment or session with my practitioner I will inform her giving at least 24 hours' notice. Where less than 24 hour notice of cancellation of a session is given the full session fee will be charged: except at the discretion of my practitioner. Similarly, my practitioner will endeavour to provide me with at least 24 hours' notice if the appointment or session needs to be re-scheduled.

I understand payments made in advance are generally non-refundable, except at the discretion of my practitioner. If I am unable to commit to the agreed number of sessions, I may choose to freeze the remaining sessions until such time as I am ready to resume them.

Cancellation of the Recovery Package may be accepted if dissatisfied with the service provided, with a 30-day notification period required. Any unused portion of the balance will be refunded, less an administration fee of £150.

I have subscribed to Package Number [ ] Package Name [ ] with a total value of £ . Full payment or the agreed deposit if paying by instalments and signature of these Terms and Conditions to be sent to my practitioner before the first coaching session.

☐ I have read and accept the above terms and conditions

Name (Please Print) _____ **Signed** _____
Date _____/_____/_____
Please sign and return to your practitioner either by email or post to the business address below.

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