



Terms and Conditions For Client Enrolment

My aim is always to offer clients my best guidance and support. This document sets out my **terms and conditions** for working alongside me in guiding you to achieve your coaching goals.

COACHING SESSIONS: All sessions will be on Zoom, aim to start promptly & will be for approximately 75-90 minutes, at a regular agreed start-time and day of the week. Please allow at least 15 minutes prior to each session to spend in preparation and quiet reflection, together with 15-30 minutes afterwards for reflection & completion of notes from the session.

Your regular live attendance is highly recommended for the success of any coaching programme.

FEES: Fees are payable prior to commencement, in full or if agreed, in instalments by prior arrangement.

EMAIL: If you wish to contact me, please email me on Catherine@CatherinePollitt.co.uk. I aim to respond within one to two working days during normal office hours.

NON-ATTENDANCE: Please kindly give 24 hours' notice of any non-attendance.

Sessions may be recorded & then made available on request. All sessions are to remain strictly confidential within group attendees.

If, due to unforeseen circumstances, I am late for a session, with the agreement of yourself and others in a group, we may be able to extend that session or alternatively opt to extend the following session to compensate.

ENVIRONMENT: My clinic is safe and confidential where we cannot be overheard. With online sessions, it is important that you have a safe space where you are able to speak freely and away from interruptions and distractions. You'll need a stable internet connection.

CONFIDENTIALITY: I always respect your confidentiality, subject to certain provisions: under special circumstances I may have to pause confidentiality such as if I consider that you or someone else is at risk of serious harm, or if I consider it is essential for your wellbeing that I speak with another health professional. Any case discussions during professional supervision are carried out anonymously.

PRIVACY: Please see the clinic's Privacy Notice, available on www.CatherinePollitt.co.uk, for how we keep information secure & GDPR compliant.

COMPLAINTS: If you have any concerns, please tell me as soon as possible so that I may try to put things right. Please see the clinic's Complaints Policy, available on www.CatherinePollitt.co.uk. I will always do what I can to arrive at a mutually acceptable outcome.

My professional regulator is the Health and Care Professions Council and I am guided and supported by my professional body, The Chartered Society of Physiotherapy.



Disclaimer

Your health and wellbeing are of primary importance to me. Please read and consider this disclaimer carefully before accepting enrolment.

I, Catherine Pollitt, am a Chartered Physiotherapist registered with the Health Care Professions Council (HCPC) in the UK; a certified SIRPA™ practitioner; and a certified Life Coach with the Levin Life Coach Academy.

The mindbody Freedom from Pain coaching programme is built on the SIRPA™ approach and is intended to complement and enhance the care of other members of your health care team. It is not psychotherapy.

My clinic's coaching programmes are specifically designed for individuals who are responsible for all aspects of their lives. You remain responsible for your physical, mental, emotional and spiritual well-being decisions and actions at all times. The work you do, and your own level of participation will determine the value you receive from a programme.

You agree to prioritise attending all Zoom sessions, to participate to the fullest of your abilities and to take responsibility for regularly practising the various strategies recommended. Many complex factors can impact change, including for relief and recovery from persisting pain & other stress-induced conditions. Whilst benefits occur in the majority of cases, unfortunately guarantees are not possible.

If you have any health problems, please consult with your doctor or equivalent health care professional prior to enrolling in a programme. Before attending your first session, it is important you disclose any known physical or mental health conditions to me, plus the results of medical tests already undertaken. Please also keep me informed of any significant changes to your health throughout the programme you undertake.

If at any point you wish to make any changes to your medication, please discuss this with your doctor first. If the process is not done appropriately, stopping or changing certain medications can have a detrimental effect.

In participating with a programme, you understand and agree that it does not offer psychotherapy or psychological counseling. The Freedom From Pain programme & the SIRPA™ approach, in particular, encourage you to consider stressful events in your life and ask you to view your responses to these events as important parts of the programme, acknowledging how you are feeling, physically and emotionally. If you are seeing a mental health professional, it is essential you discuss your plans to engage in this mindbody approach with them first, in order to make sure they feel you will be fit to participate.

Whilst undergoing a programme you are likely to uncover emotional issues. If you experience any mental health or emotional difficulties, you should seek advice from your doctor or mental health professional. If you have any concerns about your changing health, please do also inform me.

In order to support good practice, you agree for your anonymised data to be used in ongoing clinical audit (until such time as you notify me otherwise). *If you'd prefer to opt out, please let me know.*

In order to participate in the Freedom From Pain programme you agree to carefully complete your Tapestry of Life form & email it to me at Catherine@CatherinePollitt.co.uk, preferably a minimum of a week before commencing the programme.

By accepting & joining your first Zoom session of a programme, you agree to all the above statements and recommendations. You also confirm that you will have provided all the information required to the best of your knowledge.