

T's and C's for working with this Career Coach



If you've booked or are enquiring about one of my services thank you. Here are my terms of conditions for us working together.

It's really not you.

It's the people who have in the past decided to make me wait ages for payment, so I've had to spend time chasing money for my work.

It was probably my own fault, really - I was too nice for my own good, I used to invoice when the work was done and trust that people would pay quickly. But some didn't, and if you've ever been self employed you'll know it's way better and more time efficient to get payment up front.

I know that the lovely, hard-working, professional people I work with will respect the Ts & Cs that I've now introduced.

Here's how I work...

1. I'm working with you not for you. To get the best out of our work together you will need to do some homework!
2. I only 'jump on calls' if we've already agreed to work together and an invoice payment has already been cleared.
3. I charge up front and in full, unless it's a really big project that needs breaking down into smaller pieces.
4. If your method of payment incurs fees on your side, then you are responsible for covering them.
5. If an invoice goes unpaid, I'll assume you no longer need me. I won't chase you, and the whole agreement will be void.

LinkedIn Career Coaching:

1. If you've booked the 2 x 1 hour sessions, then you'll receive the first zoom link for the date we've agreed once payment is received.
2. I will send you written feedback within 48 hours of the first session, and the second zoom link once we've agreed that date.
3. If you've booked the 90 minute session, then you'll receive the zoom link for the date we've agreed once payment is received.
4. There is no written feedback from the 90 minute session.

Bespoke LinkedIn Coaching for Individuals, Organisations or Universities:

1. We will have agreed the content to be covered and how many sessions there will be in our conversations.
2. The zoom link(s) will be sent to you upon payment.

Career Coaching

1. This consists of 4 x 60 - 90 minute sessions (typically 60 minutes for students/young professionals, longer for more experienced people).
2. There will be a number of exercises which you will need to complete to prepare for each session, which will have been selected for your specific needs.
3. I will send you a zoom link for our agreed first session and the first set of exercises upon receipt of payment. We may have agreed a payment plan, in which case the zoom link for each subsequent session will be sent to you upon payment each time.
4. If it becomes apparent that you are not ready for Career Coaching once we have started, I will signpost you to a more suitable professional and either put your programme on hold until you are ready to recommence or refund you for any already paid for subsequent sessions. On occasions, Career Coaching identifies an issue about which is inappropriate, or where I am unqualified, to advise.
5. My career coaching sessions are confidential between me and the coachee. If you've hired me to work with someone else (e.g. your child), they are of course, free to tell you what we covered in the sessions, but you will not receive any feedback directly from me. Part of my work with them is to ensure they have a safe, supportive environment where they feel free to talk about their concerns. In the event that it is identified they need additional support, I will signpost them to appropriate resources, and advise you that I have let them know about support more suited for their current needs (also please see point 4 above). In the event they do not arrive to the arranged session I will let you know as a courtesy.

No shows/Refunds

Please give me at least 48 hours notice if you can no longer make the time we agreed for a meeting. I will suggest a rescheduled date for the earliest time possible. Any less notice than this (including no shows to arranged sessions) will result in payment for that session/those hours deducted from your programme.

I don't offer refunds unless the mutual agreement is that the programme is not suitable at this time.

[Sarah Burgess](#) / [Koru Associates Limited](#) is fully insured through Hiscox Insurance.