

# ENGAGEMENT LETTER – Coaching Services



Client Name: \_\_\_\_\_

Coach Name: Terry Santizo

Date of Agreement: \_\_\_\_\_

## 1. Purpose & Scope of Engagement

This agreement (“Agreement”) sets forth the terms under which Coach will provide coaching services to Client. The coaching relationship is based on the Fear to Love Method™, and is designed to promote personal growth, emotional regulation, and practical application of love-based, family-centered principles.

It is important to understand that coaching is not the same as therapy, psychological or medical treatment, or mental health counselling by a licensed professional. The Coach is not a licensed clinician (unless otherwise specified), does not diagnose, treat, or bill insurance, and this coaching engagement should not be understood or used as a substitute for therapy or other services by a licensed mental-health professional.

## 2. Commitment & Sessions

Coach agrees to provide a total of eight (8) sessions to Client (unless otherwise agreed in writing). Each session will last approximately 30-45 minutes (commonly 45 minutes) unless otherwise agreed, and will be conducted Zoom as decided by the parties.

Client agrees to show up on time for each session. If Client is unable to attend a scheduled session, they must provide at least 24 hours’ prior notice to reschedule. If less than 24 hours’ notice is given, Client may forfeit the session or incur the agreed cancellation fee (if any).

## 3. Fees and Payment Terms

The fee for the eight-session coaching package is \$0. Payment is due in full upfront by Client. Client acknowledges that the fee is for coaching services and not for therapeutic treatment, diagnosis, or insurance-billable services.

Any additional sessions beyond the eight may be scheduled and paid for separately, under a mutually agreed fee.

## 4. Client Responsibilities

Client understands and agrees to:

- Actively participate in sessions, complete any agreed-upon actions or “homework,” and come prepared.
- Understand that results vary and depend significantly on Client’s own efforts, commitment, and circumstances. Coach makes no guarantee of specific outcomes.
- Seek professional help (therapist, physician, psychiatrist) if Client experiences symptoms or issues outside the scope of coaching (e.g., trauma, clinical depression, suicidality, self-harm, emergency medical issues).

**5. Confidentiality and Notes**

All coaching conversations are considered confidential, and Coach will treat Client’s disclosures with respect and privacy. On occasion, Coach may take brief session notes solely for the purpose of improving the coaching process. These notes will be kept securely, and will not be shared with third parties, nor used for insurance claims or legal proceedings.

However, confidentiality does not apply in cases required by law (e.g., mandatory reporting of harm to self or others, subpoena, etc.).

**6. Limitations & Disclaimers**

- Coaching is not therapy, diagnosis, or medical/psychological treatment. If during the course of coaching it becomes apparent that Client may benefit from mental health treatment, Coach may recommend that Client seek a licensed professional.
- Coach does not guarantee any particular result, outcome, or improvement. Client acknowledges that their progress will depend on their own work and other factors outside Coach’s control.
- Coach is not providing legal, medical, psychological or other professional services, unless explicitly agreed and legally authorized.
- Coach’s liability (to the extent permitted by applicable law) is limited to the amount of fees paid by Client under this Agreement.

**7. Cancellation & Rescheduling Policy**

Client agrees to notify Coach at least 24 hours in advance if they must cancel or reschedule a session. Failure to provide timely notice may result in the session being forfeited or charged in full at the Coach’s discretion. Sessions are not otherwise refundable once delivered.

**8. Termination**

Either party may terminate this Agreement with [7 days] written notice. In the event of early termination by Client, any unused sessions may be rescheduled within 15 days.

**9. Governing Law & Dispute Resolution**

This Agreement shall be governed by the laws of the State of California. Any dispute arising under this Agreement shall be resolved by mediation first, and if unsuccessful, by binding arbitration (or by court) in Santa Clara County, State of California.

**10. Entire Agreement**

This Agreement contains the full understanding of the parties and supersedes any prior verbal or written agreements relating to this coaching engagement.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Coach Signature: \_\_\_\_\_ Date: \_\_\_\_\_