



AGATHA ROSE

# POLICIES & CLIENT AGREEMENT

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BY BOOKING AN APPOINTMENT OR PURCHASING A PACKAGE, YOU  
AUTOMATICALLY AGREE TO BE BOUND BY  
THE POLICIES OUTLINED IN THIS DOCUMENT.

## **1. Cancellation & Rescheduling**

Cancellations or rescheduling requests must be made at least **24 hours** in advance. Sessions cancelled or rescheduled with less than 24 hours' notice will be charged in full.

## **2. Punctuality & No-Shows**

Sessions begin and end at the scheduled time. If a client arrives late, the session will end as originally scheduled and will not be extended. If a client is more than **15 minutes** late without prior communication, the session will be marked as a "no-show" and is non-refundable.

## **3. Membership & Private Access Terms**

Packages include 4 sessions to be used within a 30-day window, which begins immediately following the first session. Unused sessions do not roll over to the following month and are strictly non-refundable.

## **4. Professional Boundaries & Conduct**

All interactions must remain strictly professional. Harassment, inappropriate behavior, or romantic/sexual advances toward the coach will result in the immediate termination of the coaching relationship without a refund.

## **5. Communication Protocols**

Communication outside of scheduled sessions is limited to the method specified in your package.

- **All Administrative Inquiries:** Responses will be provided within 24–48 hours.
- **Private Access Support:** Real-time support is exclusive to Private Access clients. Messages received between 9:00 AM – 8:00 PM PST will receive a response within 1 hour.
- **Private Access Support After-Hours:** Any messages received before 9:00 AM or after 8:00 PM PST will be addressed the following business day, starting at 9:00 AM PST, or as soon as

the coach is available. The coach reserves the right to remain unavailable during off-hours.

## **6. Confidentiality**

All information shared during coaching sessions is strictly confidential. Information will not be shared with third parties without written consent, except where disclosure is required by law.

## **7. Professional Disclaimer & Limitation of Liability**

- **Consulting Nature:** Coaching is a professional consulting service. It is not a substitute for licensed therapy, medical advice, or crisis intervention.
- **No Guarantees:** While the coach provides guidance based on professional experience, results are not guaranteed. Success depends on the client's personal engagement and application of the material.
- **Limitation of Liability:** By entering this agreement, the client agrees that the coach shall not be held liable for any direct or indirect consequences, damages, or losses resulting from the advice given or actions taken by the client. The client assumes full responsibility for their decisions and outcomes.
- **Third-Party Interactions:** The coach is not responsible for the conduct, safety, or actions of/to any third parties the client may interact with (digitally or in person) during the coaching relationship.

## **8. Refund Policy**

All sales are final. Once a session or package has been purchased, no refunds will be issued for unused sessions, late cancellations, or dissatisfaction.

## **9. Intellectual Property**

All materials, exercises, and resources provided during the coaching process are the intellectual property of Agatha Rose LLC. These materials are for the client's personal use only and may not be duplicated, sold, or distributed without express written consent.

## **10. Termination of Agreement**

Either party may terminate this agreement at any time with written notice. In the event of termination by the coach due to a breach of the "Professional Boundaries & Conduct" policy or any other policy, no refunds will be provided for the remaining balance of the package.

The client may terminate this agreement at any time with written notice; however, no refunds will be issued for the remaining balance of the package.

This agreement is governed by the laws of California.