CLIENT AGREEMENT

Reinvention & Transformation Coaching Services

This Agreement is entered into by and between the Coach identified below and the Client identified below. It explains the services, responsibilities, payment terms, policies, and boundaries that apply to the coaching relationship.

COACH	CLIENT
Deborah Ross, doing business as The Reinvention Experience™	Client legal name: _____
Business email: _____	Email: _____ _____
Business address: _____	Phone: _____ _____

1. PURPOSE AND NATURE OF THE COACHING RELATIONSHIP

The Reinvention Experience™ provides coaching intended to support personal growth, purposeful action, and meaningful life change. Depending on the program selected, topics may include confidence, identity, purpose, boundaries, faith-centered personal development, inner growth, beauty and self-presentation, relationships, and next-chapter life direction. The specific services included are those described in the Client's selected program, package, membership, or Curated Pathway at the time of enrollment.

The Coach and Client may each be referred to as a "Party" and together as the "Parties."

2. SERVICES AND SCHEDULING

The Client will receive the coaching services and inclusions stated in the applicable program description or written enrollment confirmation. These may include private or group coaching sessions, personalized guidance, between-session support, and additional resources where expressly included. Any bonus, added resource, or special opportunity is offered at the Coach's discretion and may be subject to separate terms.

The Client's recurring session day and time will be agreed upon at enrollment and will remain the scheduled appointment throughout the selected program, unless the Parties agree otherwise in writing or the Coach must make a reasonable change because of unforeseen circumstances. Session length, frequency, delivery method, and program duration are as stated in the applicable program description or enrollment confirmation.

3. FEES AND PAYMENT TERMS

Program selection and fee. The Client's selected service, total fee, payment method, installment amounts (if applicable), and payment dates will be confirmed at enrollment or in the payment checkout. The applicable program description and written payment confirmation are incorporated into this Agreement for those details.

Private and Group Packages. Where a package offers a pay-in-full option and a payment-plan option, the Client will select one before services begin. Any pay-in-full discount and the regular payment-plan price will be disclosed at the time of purchase. Unless the written enrollment terms expressly say otherwise, a payment plan is a method of paying the total package fee over time and is not a month-to-month subscription or pay-as-you-go arrangement. Installments are due on the dates agreed at enrollment.

Yearly Membership. A yearly membership is a twelve-month commitment. The Client may pay the disclosed annual amount in full or pay the disclosed monthly amount for twelve consecutive months, as offered at enrollment. Monthly billing does not convert the membership into a month-to-month membership.

Payments must be received by the stated due dates. If a payment remains unpaid more than seven (7) calendar days after its due date, the Coach may, to the extent permitted by applicable law and as disclosed at enrollment, assess a late charge of up to five percent (5%) of the overdue installment and/or pause services until the account is current. Any applicable late charge will be disclosed before the Client is charged. The Client is responsible for any payment-processing fees or returned-payment charges disclosed at checkout.

4. CANCELLATION, RESCHEDULING, AND MISSED SESSIONS

Private sessions. The Client must provide at least forty-eight (48) hours' notice to request a reschedule without penalty. Rescheduling requests are subject to the Coach's availability and are not guaranteed.

Private and group sessions. The Client must provide at least twenty-four (24) hours' notice to cancel or withdraw from a scheduled session. A cancellation made with less than twenty-four (24) hours' notice, or a failure to attend ("no-show"), will be treated as a used session, deducted from the package or program balance, and will not be refunded or made up, except where the Coach decides otherwise or applicable law requires otherwise.

For group programs, the Client's inability to attend a particular session does not entitle the Client to a refund, private replacement session, or extension unless expressly included in the program terms. The Coach may, at the Coach's discretion, provide a replay or alternative resource where available.

5. TERM, TERMINATION, AND REFUNDS

This Agreement begins when the Client accepts it and continues for the duration of the selected program or membership, unless ended earlier under this section. Either Party may request termination by giving the other Party fourteen (14) days' written notice. The Coach may suspend or terminate services immediately for nonpayment, abusive or threatening conduct, material breach of this Agreement, or circumstances in which coaching is no longer appropriate.

All payments are non-refundable except where a refund is required by applicable law or expressly provided in this Agreement. The Client remains responsible for fees for services already provided and for any outstanding payment obligations that were expressly agreed as part of the selected package or membership. Termination does not automatically cancel a payment-plan commitment or yearly membership commitment. The Coach may, at the Coach's discretion, offer a credit for future services or products; a credit is not guaranteed and may be subject to additional terms.

If the Coach becomes unable to provide the remaining services because of unforeseen circumstances, the Coach may first arrange a reasonable postponement. If postponement is not practical, the Coach may appoint a suitably qualified substitute coach, with notice to the Client. If neither option is reasonably available, the Coach will determine an appropriate prorated refund or credit for the undelivered portion, subject to applicable law.

6. COACHING SCOPE AND PROFESSIONAL LIMITATIONS

Coaching is a collaborative, forward-focused process intended to support reflection, growth, goal-setting, action, and accountability. Coaching is not psychotherapy, mental-health treatment, medical care, diagnosis, legal advice, or financial advice. Unless separately and expressly stated, the Coach is not acting as the Client's licensed therapist, physician, psychologist, attorney, or financial professional.

Faith-based or Biblical guidance offered through coaching is educational, spiritual, and developmental in nature; it is not a substitute for licensed clinical care. The Client agrees to seek qualified professional assistance when medical, mental-health, legal, financial, or other specialized needs arise. If the Coach reasonably believes the Client would be better served by a licensed or specialized professional, the Coach may recommend a referral and may pause or end coaching.

The Client understands that results cannot be guaranteed. Outcomes depend on many factors, including the Client's choices, participation, circumstances, and implementation of ideas or actions discussed during coaching. The Client remains solely responsible for personal decisions and actions.

7. CONFIDENTIALITY AND RECORDING

The Coach will treat the Client's personal information and private-session content as confidential and will not knowingly disclose identifying information or session content to third parties without the Client's written permission, except when disclosure is required by law, necessary to address a credible risk of imminent harm, or otherwise permitted by applicable law.

In group coaching, the Coach will ask all participants to respect the privacy of other members and not disclose personal information shared in the group. However, the Coach cannot guarantee the conduct of other participants. The Client agrees not to record, photograph, screenshot, reproduce, or share another participant's contributions or identifying information without that participant's express permission.

Neither Party may record a private or group session without advance notice and the express agreement of the relevant participants. Any agreed recording must be used only for the purpose and within the limits approved in advance.

8. CLIENT RESPONSIBILITIES AND COMMUNICATION BOUNDARIES

The Client agrees to participate respectfully, communicate honestly, take responsibility for personal choices, and use the coaching services and resources for their intended personal purpose. The Client understands that coaching is not emergency support and that messages may not be monitored continuously. In an emergency, the Client should contact appropriate emergency services or a qualified crisis resource.

Coaching-related communication between sessions is limited to the channels and availability stated in the selected program or enrollment information. The Coach is not obligated to provide unlimited, on-demand, or crisis support. Respectful communication is expected at all times. The Coach may establish reasonable communication boundaries and may end the relationship where those boundaries are repeatedly or seriously violated.

9. INTELLECTUAL PROPERTY

All materials supplied by the Coach, including workbooks, frameworks, exercises, templates, recordings, written resources, and program content, remain the Coach's or applicable rights holder's intellectual property. The Client receives a limited, non-exclusive, non-transferable license to use those materials for the Client's personal, non-commercial use in connection with the Services. The Client may not copy, reproduce, publish, distribute, teach, sell, license, or create derivative works from those materials without prior written permission.

The Client retains ownership of original notes, journal entries, and other materials independently created by the Client, excluding the Coach's underlying proprietary materials incorporated into them.

10. LIMITATION OF LIABILITY AND INDEMNIFICATION

To the maximum extent permitted by applicable law, the Coach will not be liable for indirect, incidental, special, consequential, or punitive damages arising from or relating to the Services. To the maximum extent permitted by law, the Coach's total liability for claims arising out of this Agreement will not exceed the total amount the Client paid to the Coach under this Agreement. Nothing in this Agreement excludes or limits liability that cannot lawfully be excluded or limited.

The Client agrees to be responsible for the Client's own decisions, actions, and use of the Services, and to indemnify and hold the Coach harmless from third-party claims and reasonable expenses arising from the Client's unlawful conduct or material breach of this Agreement, except to the extent caused by the Coach's gross negligence, willful misconduct, or other conduct for which liability cannot lawfully be excluded.

11. DISPUTE RESOLUTION

The Parties agree to first attempt in good faith to resolve any dispute arising from this Agreement through direct discussion. If the dispute cannot be resolved, the Parties agree to consider mediation with a mutually selected neutral mediator before commencing litigation, except where urgent legal relief is necessary or mediation is not required or available under applicable law. Unless otherwise agreed, each Party will bear its own costs and the Parties will share the mediator's fees equally.

12. GENERAL TERMS

This Agreement, together with the applicable program description and written enrollment/payment confirmation, constitutes the entire agreement between the Parties concerning the Services and supersedes prior discussions or understandings on that subject. Any amendment must be in writing and accepted by both Parties. If any provision is held unenforceable, the remaining provisions will continue in effect to the fullest extent permitted by law. A failure to enforce a provision is not a waiver of the right to enforce it later. This Agreement may be accepted electronically and in counterparts.

13. GOVERNING LAW

This Agreement is governed by the laws of the State of North Carolina, without regard to its conflict-of-law principles, except where applicable law requires otherwise.

CLIENT ENROLLMENT & ACCEPTANCE

Please complete the enrollment details and review the Agreement before submitting payment.

Selected service / program	_____
Program start date	_____
Session frequency / length	_____
Total program fee	$_____
Payment option	■ Pay in full ■ Payment plan ■ Monthly membership ■ Annual membership
Installment amount and due dates (if applicable)	_____

CLIENT ACKNOWLEDGMENT AND CONSENT

By checking the acceptance box on the website checkout or enrollment form and submitting payment, the Client acknowledges and agrees that:

■ I have read this Client Agreement in its entirety, understand its terms, and agree to be legally bound by it.

■ I understand the nature and limitations of coaching and that coaching is not therapy, medical care, or emergency support.

■ I understand the selected program, its fee, payment schedule, cancellation policy, and any applicable commitment as disclosed at enrollment.

■ I understand the refund and termination provisions and agree to the payment obligations associated with my selected service.

■ I understand that my electronic acceptance and payment submission are intended to constitute my electronic signature and acceptance of this Agreement.

Client name: _____

Electronic signature / typed full name: _____

Date: _____

WEBSITE IMPLEMENTATION NOTE

Display this Agreement as a downloadable PDF or openable link beside a required checkbox on the enrollment/payment page. Configure the checkout so the payment button cannot be submitted until the Client checks the box. Suggested checkbox wording: “I have read and agree to The Reinvention Experience™ Client Agreement.” Keep a record of the accepted agreement version, client name, date/time, and transaction. For stronger electronic-signature evidence, use a checkout or e-signature platform that records these details.

This document is a business-drafting aid, not a legal opinion. Before publishing or relying on it, have a North Carolina attorney review the payment-plan commitment, late charge, refund/termination terms, liability provisions, privacy practices, and electronic-acceptance process for your specific business and services.

THE REINVENTION EXPERIENCE™

Transform Your Life. Reclaim Your Purpose. Reinvent Your Next Chapter.