

# The Feel Good Club

info@thefeelgoodclub.co.uk

## Terms & Conditions

### Children & Adolescent Mental Health Coaching

#### Terms & Conditions

**Coach Name:** Char Hinds at The Feel Good Club

**Contact Details:** info@thefeelgoodclub.co.uk

These Terms & Conditions apply to all mental health coaching services provided to children and young people under the age of 18. By booking and/or paying for sessions, you (the parent/guardian) agree to the following:

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#### 1. Nature of Mental Health Coaching

Mental Health Coaching is a supportive, goal-focused service that aims to help children and adolescents:

- Develop emotional awareness and regulation skills
- Build resilience, confidence, and coping strategies
- Improve wellbeing and mindset

**Coaching is not therapy, counselling, or a clinical mental health service.**

It does not diagnose or treat mental health conditions.

If your child requires clinical or therapeutic support, you will be advised to seek appropriate services (e.g. GP, CAMHS, licensed therapist).

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#### 2. Suitability of Service

Mental Health Coaching may not be appropriate where:

- There is severe or complex mental health need

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- The child is in crisis or requires urgent intervention
- There is active risk of harm to self or others

In such cases, sessions may be paused or discontinued, and referrals suggested.

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### 3. Sessions & Availability

- Session length: 50 minutes
- Format: In person or Remote
- Frequency: Weekly
- Availability: Monday - Saturday

Sessions will start and end at the agreed time.

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### 4. Fees & Payment

- Session fee: £65ph
- Payment terms: The first four sessions must be paid in advance at a total cost of £260. Subsequent sessions will be charged on a pay-as-you-go basis. Payable on booking.

Payment confirms acceptance of these Terms & Conditions.

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### 5. Booking, Cancellation & Refund Policy

- A minimum of 24 hours notice is required for cancellations or rescheduling
  - Late cancellations or missed sessions will be charged in full
  - As coaching outcomes vary and are not guaranteed, refunds are not provided for completed sessions
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### 6. Confidentiality & Parental Involvement

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Your child's privacy is respected to build trust within sessions.

However:

- General progress updates may be shared with parents/guardians
- Specific session content will remain confidential unless agreed otherwise

Confidentiality **will be broken** if:

- There is a risk of harm to the child or others
- Safeguarding concerns arise
- Disclosure is required by law

Where appropriate, this will be discussed with the young person and parent.

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## 7. Safeguarding Responsibilities

The safety and wellbeing of your child is paramount.

Parents/guardians must inform the coach of:

- Any safeguarding concerns
- Involvement with social services
- Court orders or legal restrictions
- Relevant mental health diagnoses or risks

The coach follows safeguarding procedures and may contact appropriate services if concerns arise.

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## 8. Risk Management & Crisis Situations

Mental Health Coaching is **not a crisis service**.

If a child is assessed as being at risk of harm:

- Safeguarding procedures will be followed

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- Parents/guardians and/or relevant professionals will be contacted
- Emergency services may be contacted if necessary

For urgent support, parents should contact:

- GP / CAMHS
  - NHS 111 / 999 (UK)
  - Crisis support services
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## 9. Medical & Mental Health Disclosure

Parents/guardians agree to disclose any relevant:

- Mental health diagnoses
- Medication
- Risk history

This ensures sessions are safe and appropriate.

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## 10. Medical Emergencies

In the event of a medical emergency:

- Emergency services will be contacted
  - Parents/guardians will be informed immediately
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## 11. Lone Working & Professional Boundaries

Sessions are typically delivered on a one-to-one basis.

The coach maintains:

- Clear professional boundaries
- Appropriate safeguarding practices

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- A safe and respectful environment at all times
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## 12. Data Protection (GDPR)

- Personal information is stored securely in accordance with GDPR
  - Data is used only for coaching purposes
  - Information will not be shared without consent unless required for safeguarding or legal reasons
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## 13. No Guarantee of Outcomes

While coaching aims to support positive change:

- Outcomes vary between individuals
  - No guarantees are made regarding results
  - Engagement and progress depend on the child's participation
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## 14. Consent to Coaching

By signing below (or by booking and paying), you confirm that:

- You are the parent/legal guardian
  - You give informed consent for your child to participate
  - You understand the scope and limitations of Mental Health Coaching
  - You agree to these Terms & Conditions
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**Parent/Guardian Agreement**

Parent/Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Child's Name: \_\_\_\_\_