

## YSC Executive Coaching: Terms & Conditions

YSC Executive Coaching works to the following terms and conditions. Please let us know as soon as possible if you have any problems with any of these.

### The 'Chemistry' Session

We generally recommend against a 'chemistry session' between the Coach and Coachee as it is our experience this tends effectively to delay a firm start to the coaching relationship and impacts on the sense of momentum and commitment on which Coaching depends. Also, it is surprising how rarely Chemistry Sessions are necessary when proper consideration is given to the matching of an appropriate and skilled coach.

We have been supported in this unorthodox view by the experience of one our closest clients who recently matched 850 of their leaders to coaches. There were no chemistry sessions and only 3% ever asked to change coach. Of those that did, one third subsequently expressed regret at having done so, feeling they may have gone for a coach that made them feel more comfortable rather than the one best able to challenge them.

That said, we appreciate coaching will always depend fundamentally on the quality of the relationship between the Coach and the Coachee, and that any matching process will only ever be a 'best guess'. We therefore suggest that a single coach is selected and that the first half of the first session is viewed as an opportunity for both parties to consider whether they wish to continue. If for any reason either do not, then the session finishes and no fees are payable. If at this juncture it is decided to continue, a proper start is made to the work in hand, and the session is charged.

### Travel Policy

Our preference is to meet at YSC offices, for two reasons. Firstly, that these are offices designed for comfortable, confidential conversations, whereas meeting rooms at client organisations may be too big, too small or have glass walls that make the space feel less 'safe'. Secondly, it is our experience that clients are aided in taking a new perspective on their working lives by stepping out of their familiar working environment: they are less distracted, and more able to imagine alternative possibilities.

However, it is sometimes either not possible or not convenient to meet at YSC offices - especially in the case of 3-way meetings between Coach, Coachee and their Manager - and it is necessary for the coach to travel to the client's premises or other location. At such times, all travel above and beyond a 2hr round trip is charged as follows, unless agreed otherwise:

	Mid Level Coachee	Senior Level Coachee
Travel time over and above round-trip 2hrs:	£175 ph	£210 ph

Travel expenses are in addition. Coaches generally travel First Class on train journeys of more than one hour, and fly Business Class. Where they travel by car, a mileage rate of 50p will be charged.

## Cancellation Policy

### *One-to-one sessions*

Please note that YSC reserves the right to charge 50% of the session fee if a session is cancelled between four days and one week beforehand, and 100% of the session fee for appointments cancelled within 3 days.

### *Programmes*

Please note that YSC reserves the right to charge 100% of the session fee if a pre-arranged programme is cancelled within one week of the programme date, 75% if cancelled between 1-2 weeks of the programme date and 25% if cancelled between 2-4 weeks of the programme date.

### **Diary Management:**

YSC will hold dates for meetings for 1 week or up to 1 week before the date, whichever is shorter, after which time the dates will be released unless a retainer is charged.

Our undertakings to you is contained within our [Code of Ethics](#)

Thank you.