

Raskin Resources Productions, Inc.
Client Guidelines



FEE

Fees are based on packages. Payments are expected before the sessions. Payment options include check, bank transfers or PayPal.

CALL PROCEDURE

I will call you at the specified time for each session. We are scheduled to talk for approximately 60 minutes. For long term contracts I do ask for a 1-month notice period if you decide to terminate this relationship.

CHANGES

I have reserved your time for you. If the need arises, please give me 24 hours notice and we will reschedule. Without proper notice, scheduled time missed will be lost. I request you to make our time together a priority. If you go on an extended trip and need to rearrange our time, please let me know in advance.

EXTRA TIME

Please email me between appointments if you need assistance, have a problem, or can't wait to share a success with me. I encourage you to take advantage of this opportunity, but I do ask that you use it respectfully. I do not bill for time.

PROBLEMS

If I ever say or do anything that upsets you or doesn't feel right please bring it to my attention. I promise to do what is necessary to have you be satisfied. Honesty and trust are critical for our relationship to grow. I want this to be an open and safe place for you to come with confidence.

CONFIDENTIALITY

I abide by the rules of the International Coaching Federation. Confidentiality is critical to our relationship – our coaching sessions are strictly confidential. Any subject discussed and/or items shared, including such things as personal information, future plans, proprietary information, goals, job and company information, will remain confidential.

TYPE OF RELATIONSHIP

We have entered into a coaching relationship and it is not, nor will there be any type of therapy or psychological counseling. If these are needed, then it is your responsibility to seek those services from the relevant professional. If there is any questions about this relationship, please bring it to my attention immediately.

REFERRALS

My business is grown through referrals. I am very grateful for any referrals you send my way. For any referral you send my way who becomes a client of mine, you will receive one free session.

FEEDBACK

I improve my offerings through client feedback, positive and negative. Included in this Welcome Pak is a form for a testimonial. Within the first month if you feel so compelled I would appreciate a testimonial for use in marketing.