

Client Policies and Procedures

I am really looking forward to coaching you to accomplish exactly what you *really* want. On a business note, I want you to be familiar with my policies and procedures. If you have any questions, just ask at our next session, or call/e-mail me!

Fee – I offer several ways for individuals to pay for my coaching services. Sessions may be scheduled individually or monthly, by telephone or face-to-face. Fees for the sessions are different depending on the type you choose. Arrangements can be made to accommodate a temporary financial challenge. Telephone sessions are \$65 each or \$225 per month (4 sessions). All telephone sessions are paid in advance either by mailing a check before the appointment or by PayPal. Face-to-face sessions are \$95 each or \$350 per month (4 sessions). Individual face-to-face sessions may be paid by check or cash at the time of the session or by PayPal in advance. Monthly face-to-face sessions are paid in advance either by mailing a check before the first appointment or before the first day of the month or by PayPal on or before the first appointment or the first day of the month. Timeliness is a standard that I value. Your payments should be made on time unless prior arrangements have been made. If you are having difficulty, just let me know.

Procedure – For telephone sessions, you will call me at 615-426-5309 at the scheduled time. For face-to-face sessions, we will determine where we are going to meet.

Changes – If you need to reschedule your session, please give me at least a 24-hour notice. If you have an emergency, we will work around it. If you must cancel a session, we will make it up. If you are scheduled for monthly sessions, and you are unable to reschedule within the same month, you will forfeit that session. There may be a time that I must reschedule as well, but I will let you know as far in advance as possible. If we have difficulty in rescheduling in that month, we will carry it over.

Communication – I request that you get access to e-mail if you do not already have it. Our work will be much more expedient and direct if you have it. You may e-mail me anytime (24-hour availability) at gregory@gregoryfisher.org, and I will respond within 24 hours (usually sooner). Please call me between our sessions if you can't wait to share a success with me, need advice or have a problem (I actually prefer to call these challenges!). I do have time between our regular sessions to speak with you if needed. I enjoy providing this extra level of service. I do not bill for additional time, but I ask that you keep the extra calls to 5 or 10 minutes each, please, and no more than 1 or 2 calls between sessions. I do not answer the phone after 8:30 p.m.

Challenges – If I ever say or do something that upsets you or doesn't feel right, please bring it up. I promise to do what is necessary to have you be satisfied. We will work on all things like this as a team. I value truth and expect you to tell me if I overstep.

