

Amazing People T&C



Working with Denise

I've produced this leaflet to cover details on how I work and to ensure that everything goes smoothly.

My website provides extensive detail on my services, assessments, eBooks etc. If you have questions please email and I'll almost always reply within 24 hours. It's much easier for me to reply to emails in the first instance as I'm busy with clients during the day. I don't guarantee to reply over a weekend.

Confidentiality

- The first thing I want to stress is about the confidentiality of the work we do. Everything you send to me or we discuss remains confidential. Notes are kept secure and nothing is released to a third person without your consent. I may discuss your situation with my supervisor but your name/contact details would not be released. Please also read my [code of ethics and conduct](#).

Appointments

- **Once an appointment is scheduled it will be pencilled in for 48 hours to allow time for payment to be made.** After this period the appointment may be released to someone else. You can find the payment links here - <http://www.amazingpeople.co.uk/payments.htm>. Please ask if you prefer to pay by bank transfer.

Cancellations/missed appointments

- Of course sometimes life gets in the way and you need to reschedule, please provide at least 48 hours notice of any booked session change so I can allocate the time to someone else. We can then get a new date in our diary in the next couple of weeks.
- If less than 48 hours notice is given for a change of appointment you will still be charged for this session. With a prepaid programme this may result in an additional fee being payable. You may also need to wait up to 2 weeks for a new appointment.

Unused sessions

- Sessions paid for and not taken will be held for 6 months. Sessions are also transferable, but not refundable.

Frequency

- The frequency of individual sessions will be to suit you. There is no need to commit to a regimented schedule although some clients like to have dates in the diary to keep them focused.

Denise's style

- Denise is creative and inspiring, any programme can be adapted to suit your needs. She is focused and highly customer orientated, she always seeks to be the best she can be.
- The approach Denise takes combines career coaching and consultancy. It is not a therapeutic counselling session.
- Action orientated with guidance on what you will do following each session.
- Denise is supportive but there is a need for clients to take action. Clients will not progress if they do not undertake the action steps.

Location

- Sessions can take place at the office in Tewkesbury, (which is also my home) or via phone or Skype. Calls to land line numbers in the UK are made by Amazing People. When clients prefer to use a mobile, they call my landline to ensure a clearer signal.
- I can travel to meet you at your preferred location; travel expenses are charged at 40 ppm and travel time is charged at £50 per hour.

Arrival

- If you are travelling by train the station you come to is **Ashchurch for Tewkesbury**, a 25 -30 minute walk to my home office. If you are on one of my programmes I'll come and collect you. Let me know if you plan to walk and I'll let you have details of the short cut from the station to main road.
- If you drive, I'll provide you with directions. I appreciate many of my clients have travel a long distance so if you are travelling for a 2-3 hour appointment I am flexible for 30 minutes either way. For a 50 minute/ 1 hour appointment I appreciate punctuality as I may have a client before and/or after your appointment. If you arrive early you can get a coffee from the BP garage close to the motorway junction or when open at The Queens Head, a pub ½ mile from my house. **Text me if you are early and if I can see you earlier I will - 07931 303367.**

Guarantees

- I guarantee that I will provide a good service but I can't guarantee the outcome such as you being successful at interview. If you ever feel that a session has not been of value or an objective not met please tell me and I will do what I can to meet your needs.

Emails

- To keep organised and to make sure that we both have copies of all documents we use email for our correspondence.
- As you know I'm busy with clients during the day and this means that I can respond early evening.
- **I confirm everything by email, please confirm receipt.**

Fees

- The costs of my programmes and services are clearly listed on my web site and can be supplied in writing on request. **Different fees are payable by organisations** and individuals. All fees are subject to annual review.
- The prices include the reading of your CV and personal information form. Should you require me to take on extended pre reading this is charged at the standard rates.
- I care about my clients, and I want to continue to feel good about helping people. On several occasions I have helped people with quick CV updates or emergency phone help and have said they can pay me later. I then have to chase payment and in several cases I've never been paid. I don't want to be a debt collector, so now payment has to be made in advance of us working together.

The importance of focus

- I need to focus on my clients and projects. If I'm interrupted I lose the flow and don't get things done. That's why most of the time when you phone me someone else will pick up the phone. I mainly return calls late afternoon/early evening as I'm with clients during the day.
- I like to schedule calls so I have 15 minutes to focus rather than a snatched 5 minutes. I do like it when people send me some detail in advance of the call as it helps me to consider how best to help.
- I've also learnt that I'm far more effective if I deal with emails in blocks, rather than individually so aim to review emails twice in the day and once early evening.

Data Protection

- Amazing People is registered under the Data Protection Act 1998. The only information we collect about you is the information you supply when you complete any of our forms or questionnaire.
- Assessments involve supplying some personal data to the specific testing organisation. These all have their own privacy statements on their web sites and can be supplied on request.
- Any forms you submit, and notes taken are kept in a locked cabinet and shredded one month after our last contact.

Security

- We do not hold any sensitive information on our site. Financial transactions are dealt with by RBS World Pay or PayPal, who are responsible for their security.

Insurance

- Amazing People carries Professional Liability Insurance.

Unavoidable circumstances

- Amazing People will supply the services agreed to the best of their ability. In the case of unavoidable circumstances, such as illness, the work will be completed as soon as practicable.

Contractual Obligations

- Amazing People honour copyrights, trademarks and other legally binding agreements.

Intellectual Property Rights

- The client will respect the copyright of all materials, reports and other documentation created by Amazing People in the course of supplying the services.
- You have no right to use or reproduce any of the processes, techniques, presentations, methodologies, precedents and materials used by me in the Coaching activities ("Materials"). You must not at any time use or reproduce the Materials in any manner, shape or form (except for your own personal use). You shall indemnify and keep me indemnified in respect of any loss or damage caused or sustained by me in the event of your breach of this paragraph.

Feedback/Testimonials

- I would love to receive a testimonial for use on the website and/or on LinkedIn if you are pleased with the work we have done. Do feel free to tell me of your success story too.

Client examples

- In articles and on my blog I discuss client examples, names are changed and other identifying information are amended. Your situation may be discussed. Please let Denise know if you would like a draft sent to you in advance of publication.

Denise Taylor is a Chartered Psychologist, Registered Guidance Practitioner, prolific author, Certified Personal Branding Strategist and double award winning career coach. I love my job, and love helping other people get clarity on what they want to do and ensure they are successful in job search. I haven't always loved my job and like many people climbed a ladder and when I got close to the top realised it was the wrong one. Read more on my web site www.amazingpeople.co.uk. Any questions? email me denise@amazingpeople.co.uk.



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