



healthcreation

INDEPENDENT CLIENT AGREEMENT FOR HEALTH CREATION MENTOR SERVICES

The Health Creation Mentor will support, guide and encourage you over the telephone as you go through the Cancer Lifeline Programme, Health Creation Programme or Carer's Guide.

As you wish to use the Health Creation Mentor Service, please read the terms and conditions below carefully, and sign and return one copy of this agreement to your Mentor to signify that you understand and agree to the terms therein. Send it together with your payment to your Mentor so that your mentoring can then go forward.

It is recommended that Mentor hours are bought in blocks of three or six to enable you to have the best ongoing support to make your kit and programmes work for you.

HEALTH CREATION MENTOR INDEPENDENT CLIENT AGREEMENT

BETWEEN ZIONA LEIGH 'The MENTOR'

and 'THE CLIENT'

of.....

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1. I, the client, wish to use the Health Creation Telephone Mentor Service commencing from (please insert start date).

2. I understand that:
- the cost of Mentoring is £70 per hour and that it can be bought in blocks of 1, 3 or 6 sessions, with a review at the end of this period.
 - fees must be paid in advance for the Mentor sessions.
 - the fee does not include the cost of the telephone call, which will be paid by me as I will be telephoning the Mentor.
 - at the end of each session, the Mentor and I will agree the length of the call we have had (either 30 minutes or 1 hour) and will deduct this from the total Mentor time

* Client Agreement p2. *
of 2.

- purchased. The Mentor will let me know when I have only 1 hour of Mentor time remaining.
- at the review, if I feel that I wish to continue I can purchase additional sessions from the Mentor.
 - the 1 hour sessions comprise 60 minutes and in the last five minutes we will summarise what has been agreed and the date of my next session
 - the fee is payable for any session where less than 24 hours notice has been given, except in emergencies and at the discretion of the Mentor.
 - if, after the first paid hour, I am dissatisfied with the service, my fee will be refunded or I can be transferred to another Mentor within the Health Creation Register by calling the health Creation Helpline on 01225-745737.
 - The Health Creation Mentor will observe strict confidentiality, unless required otherwise by law. Mentors may discuss issues raised in my sessions in supervision or Mentor Development, but will do so anonymously and within the bounds of current Data Protection and Freedom of Information legislation.
3. I understand that the Mentor is neither medically nor therapeutically qualified and that their role involves the giving of guidance, encouragement and support in the setting up of my own support and self-help programme.
 4. If I feel the Mentor has given me advice that is outside the boundaries of the Mentor role, I will report this to the Training Director at Health Creation via the Health Creation Helpline-01225-745737.
 5. I understand that the Mentor has been trained by Health Creation and is supervised and continuously trained by the Health Creation Training Director, both for their own well-being and support and to ensure that the highest possible quality of service is delivered.
 6. I understand and agree that if my Mentor becomes unavailable due to sickness or unforeseen circumstances that I can be transferred to another Mentor within the Health Creation Register to cover this absence.
 7. I consent to my data and notes being kept by my Mentor.
 8. I consent to my case being discussed anonymously by my Mentor with his or her supervisor.

I have read and accept the terms and conditions herein.

I enclose:

- £80.00 for 1 hour of Mentoring
- £240.00 for 3 hours of Mentoring
- £480.00 for 6 hours of Mentoring

Signed _____ Dated _____

Once this agreement and your payment have been received, you will start your mentorship and your Mentor will call you to induct you and arrange your first appointment.

Please send a cheque made payable to: Findhorn Flower ESSENCES

MENTOR NAME: IONA LEIGH Nature Spirits Ltd.

TELEPHONE No: 077 22 607495

ADDRESS: Nature Spirits Ltd, Helicon Unit 9
Forres Enterprise Park POST CODE: IV36 2AB
Forres, Moray, Scotland.

**CLIENT TERMS AND CONDITIONS FOR THE
HEALTH CREATION MENTOR SERVICES**



healthcreation

In ticking that I accept the Health Creation Terms and Conditions
I am agreeing that I understand:

The Role of the Mentor:

1. The role of the Health Creation Mentor is as an holistic health coach who supports, guides and motivates me in making healthy lifestyle changes. Although a Mentor may have other professional qualifications, in the Mentor role they are not working as a doctor, nurse or therapist. Their role involves helping me to set up my personalised self-help programme and healthy lifestyle.

Terms for payment, bookings and refunds:

2. The Mentor fees must be paid in advance of Mentor sessions and the Mentor Hours are bought in the Health Creation website shop at www.healthcreation.co.uk/shop in the Mentorship and Programmes section.

3. Mentor sessions which have been booked with my Mentor can be moved by mutual agreement. However, sessions must be paid for where less than 24 hours' notice is given, except in emergencies at the discretion of the Mentor.

4. If after the first paid hour I am dissatisfied with the Mentor Service my fees can be refunded, or I can change to another Mentor.

5. If I wish to cancel the Mentoring service altogether, hours which have been paid for but not used can be refunded.

Terms for Confidentiality, GDPR, Absence and Quality Feedback:

6. When working with a Mentor the written work that I do within the Health Creation Online will be visible to them. This means that anything that I wish to keep private should not be written into this Online Programme, but kept in a personal notebook.

7. The Health Creation Mentor will observe strict confidentiality, unless required otherwise by law. My data and notes are held by Health Creation in strict accordance with the GDPR privacy regulations. Mentors may discuss issues raised in my sessions in their Supervision or Mentor Development sessions, but they will do so anonymously.

8. if I wish to make any complaints about the quality of the Mentorship or the Mentor Service then I will report these to Health Creation.

9. If my Mentor becomes unavailable due to sickness or unforeseen circumstances, I can be offered another Mentor to cover this absence.

10. I may be asked to provide feedback on the quality of the Mentorship and the Mentor Service from time to time so that we may continuously improve the Health Creation service.

Please write to support@healthcreation.co.uk for any help needed.

Thank you for your co-operation and we wish you an excellent Health Creation Journey!

www.healthcreation.co.uk

Registered Office – Old School House, Church St, Coleford, Somerset, BA3 5NQ
Company number 04114856 Email support@healthcreation.co.uk Helpline 01225-745737