

Terms and Conditions
Client agrees to the following:

1:1 Coaching Services:

The services provided by Alex Antoinette are generally conducted via Zoom. 1:1 coaching is a partnership focused on developing the client's awareness, thinking, and abilities in order to help the client identify and achieve her personal development goals. In coaching conversations, Alex will be direct and honest and encourage the Client to do the same. The success of the coaching engagement depends upon the Client's commitment and openness to the process. If the Client believes that coaching is not working as desired, the Client agrees to communicate this to the Coach. Please note that life coaching should not be used as a substitute for counseling, psychotherapy, psychoanalysis, mental health care, or substance abuse treatment and will not be used in place of any form of diagnosis, treatment, or therapy.

Coaching Confidentiality:

Alex Antoinette fully protects the privacy and confidentiality of the communications with her Clients. At no time will Alex voluntarily divulge the coaching relationship between herself and her Clients without vocal permission from the Clients, unless required to do so by law.

Coaching Session:

At the scheduled appointment time, the Client agrees to join the Zoom call and begin the session. The Coach and client commit to start and finish each session on time. If the client is more than 10 minutes late for a coaching session, the Coach will assume the session is canceled and the client will receive a refund of 50% of their session fee.

Cancellations & Reschedules:

All sessions must be rescheduled or canceled at least 12 hours prior to appointment. If session is not rescheduled or canceled 12 hours prior, a 50% refund will be received, and a new session will need to be booked. (Monthly package cancellations determined upon request)

To reschedule or cancel, alexantoinette.com, login to your account, navigate to "my bookings", and select either "reschedule" or "cancel"