



WELCOME GUIDE

We welcome you to our practice.

If you're new to counselling or coaching, you might wonder:

Where do we start?

This welcome guide will make it clear.

Please get yourself a cup of coffee or tea and take your time to read it.

You're welcome to ask any questions.

Discovery Session

To begin with, we invite you to a free 30 minutes Discovery Session.

This gives you the chance to meet with us and we will find out how we can work together.

We will determine what kind of support will suit you most.

You can choose to opt for:

- individual counselling sessions
- Packages of 5 or 10 counselling sessions or
- All-inclusive coaching programs

Check the **Price List** for details.

Before our First Session

Before your first session, we would like you to fill out the **Client Intake Form** and send it back to us. Please complete the details as thoroughly as possible as it is important for the therapeutic process to be effective.

Make sure to read the **Welcome Guide** document and sign the **Terms and Conditions** section and send it back to us.

Also, feel free to browse the article library on our website:

<https://nathaliehimmelrich.com/blog/>

The First Session

The sessions last for 60 or 90 minutes, depending on your needs. We start by discussing your current challenges, past issues, your desired outcomes and any obstacle that might hinder the process of achieving your goals.

We will ask you certain questions and you are welcome to add any relevant information.

Consecutive Sessions

The following sessions will usually take 60 or 90 minutes.

It is advisable to book the next couple of sessions (for at least 4 weeks in advance) to make sure you get the times most convenient for you.

The Process

Counselling and coaching works with a goal in mind. The way to get there however is not always as straight forward as one might wish it to be.

We work with different modalities, processes and techniques. We combine years of professional training and experience and allow those modalities, processes and techniques to flow with each other, depending on the client and their needs.

If you'd like to find out more, please check our website:

<https://nathaliehimmelrich.com/about-me/>

The End

Counselling and coaching ends when you as the client have reached your goal. Depending on your goal or goals this might take a few weeks or months.

The aim is not to create a dependency but to enable you to find ways to deal with the challenges in your life with the resources that you've learnt, even when not in session.

Thank you for choosing us as your psychological and therapeutic support. It is our privilege to support you on your path to increased resilience, wellbeing and peacefulness.

Kind regards,
Nathalie



TERMS AND CONDITIONS

Please read the following points and sign at the end. By starting a counselling or coaching relationship through setting an appointment, you do agree to work with us under these terms.

Relationship

I understand that counselling and coaching is a relationship I have with my counsellor/coach that is designed to facilitate the creation of development of personal, professional, or business goals and to develop and carry out strategies and plans for achieving those goals.

I recognize it is my responsibility to heal, to change, and to achieve my agreed goals (which will be discussed and agreed upon during the sessions).

Responsibility and Liability

As a client, I understand and agree that I am fully responsible for my well-being during my sessions and calls (phone sessions), including my choices and decisions.

I understand that counselling/coaching is a comprehensive process that may involve all areas of my life, work, finances, health, relationships, including friends and family, self-development, education and recreation. I acknowledge that deciding how to handle these issues and implement my choices is exclusively my responsibility.

All information is not to be in lieu of professional advice. I will seek professional guidance for legal, medical, financial, business, spiritual or other matters. I understand that all decisions in these areas are exclusively mine and I acknowledge that my decisions and my actions regarding them are my responsibility.

I do not hold now or in the future my counsellor/coach liable for any personal choices or business decisions that I make.

Counselling/Coaching Actions

I recognize that change and growth occur from continuous implementation and review. I agree to follow up and perform all counselling/coaching actions, activities and special personal tasks by the agreed time frames and in the agreed format to the best of my abilities.

Support

I recognize that counselling/coaching is a professional modality distinct from other healing modalities and agree that should a requirement for mental health support arise that I will be referred to a suitable professional in this field.

I agree to share any personal fears, limitations, and creative ideas with my counsellor/coach that could hold me back from or help me achieve my agreed goals.

Intellectual Property

Given this program may contain the intellectual property of *Nathalie Himmelrich Grief & Trauma* I agree that I will not reproduce any material, train or present this program in any format without the written permission of *Nathalie Himmelrich Grief & Trauma*.

Confidentiality

I understand that during the course of the counselling/coaching, we may discuss future plans, business affairs, customer lists, financial information, job information, goals, personal information and other private information. I'm aware that my counsellor/coach will never voluntarily communicate my information to a third party without my express permission. Exceptions to this are as part of the requirements of Supervision, in case of threatened harm to a third party and if legally required to do so being subpoenaed by a court.

Payment

I agree to pay the counselling/coaching fee prior to the session and prepay for any program or package by paying the PayPal invoice sent to me. Sessions will only occur once full payment has been received.

Counselling packages are valid for:

- 6 months for a package of 5 sessions, or
- 12 months for a package of 10 sessions.

I recognize that my paid fees for packages are non-refundable.

To engage myself fully in a coaching program I am committing to completing the entire program. If for any unforeseen circumstances I am unable to complete this program, if I am asked to leave or if I choose to leave the program, I recognize that my paid fees or any part thereof are non-refundable.

Time Frame

I understand that each counselling/coaching session consists of a certain amount of time, depending on the agreed time frame. I agree that any extra time including any research or additional work by the counsellor/coach that goes beyond the scope of the session or agreed package will be charged by 15-minute blocks at the pro-rata hourly rate by mutual agreement in advance.

I understand that my session time will end at the scheduled time. Should I arrive late, I agree to pay the full fee.

Cancellation

I understand that at least 24 hours notice is required when cancelling an appointment. I agree to pay the full session fee for either a late cancellation or a missed appointment.

Saying Goodbye

Should I feel that I no longer wish to be in counselling/ coaching – whatever the reason – I will complete the contact with my counsellor/coach in the last appointment with understanding and good-will.

Commitment & Feedback

I agree to provide my counsellor/coach with feedback during and following the sessions or program. I will ensure I give feedback if my needs are not being met along the way. If I perceive my expectations are not met during the sessions, it is my responsibility to address this during the session.

In signing these Terms and Conditions I acknowledge my personal and full commitment to my counselling/coaching and agree that if I do not follow through with any of these terms that our relationship may be terminated.

I agree to participate and play full out!

I, _____ (print name):

I have carefully read and understood the **Welcome Guide**, the **Terms and Conditions** and I have answered all of the questions in the **Client Intake Form** fully, accurately and to the best of my abilities.

Signed

Date