



Aqua Coaching & Resources **Finding Confidence, Gaining Clarity, Creating Change**

Why do I have to fill in a New Client Profile?

The New Client Profile documentation is required to be completed prior to your first coaching session. We like to have it back at least 3 hours prior to your first session commences so we can prepare for you. Coaching is tailored for each and every client. The reason is simply - we need to evaluate how you “view your world” and what changes and challenges you would like to create and overcome. This way, we can get straight into coaching so you are receiving maximum value from your very first session.

Coaching – Phone Coaching and face-to-face – What’s the difference?

90% of coaching is conducted via the telephone and has the same direct results as face-to-face coaching. Many coaches – coach from state-to-state and different countries.

Who calls who?

The client (you) is accountable for calling Aqua. You will be given the Private Client Telephone Number. For Aqua this is (02) 9401 4960. Quite simply, you are held accountable for the call and in turn create a level of commitment for the session for you to initiate the changes you want in your life.

Face-to-face coaching

We can come to you depending on where you are. We try - and are as accommodating as possible. However, due to other client appointment times – phone coaching may be required. You may of course, come to our office.

What if I call later than the scheduled time for my coaching session?

Please ensure you call to the time that has been organised. We have a busy coaching practice - the same way a doctor, chiropractor or other professional does. We also have a waiting list for popular times of the day (evenings in particular). This way, as a professional practice we are able to keep to our scheduled appointment times to satisfy our clients. If you are unable to keep to your session time please let us know in advance. We want you to have the maximum value for your session and the investment you have made for yourself. It is also respectful for other clients to work to your own appointment time. If you need to change from your regular appointment schedule, please let us know in advance and we will accommodate you for a more convenient time.

What do I need to prepare for my coaching session?

Please prepare for the session by sitting comfortably, with a glass of water (to keep yourself hydrated). Please have a pen and paper and be free from any distractions. We don't want you to be disturbed for the time you are with us in your session for you to get maximum results for your investment in yourself.

What about the homework/home play I have been set? How important is it that I have this completed before my next session?

After each session, you may be set some 'home play'. Please complete this before our next session together. All home play is designed to help you cement the information from our previous session and in line with your coaching journey. It's also designed so that each time we have our subsequent sessions – we have 'layered' your perspectives and experiences and this is really your own accountability for creating the change you are striving for.

Your home play is tailor made for you.

We are always on hand on the phone or email if you get 'stuck' and we welcome your call or email – that's why we are here.

What are your appointment times for coaching?

Aqua Coaching is by appointment only. Our opening times are as follows:

Monday	12.00 noon – 7.00pm (last appointment)
Tuesday	8.00 am – 8.00pm (last appointment)
Wednesday	8.00 am – 8.00pm (last appointment)
Thursday	8.00 am – 8.00pm (last appointment)
Friday	8.00 am – 3.00pm (last appointment)
Saturday	By prior arrangement only
Sunday	Closed

Please note that most clients have reoccurring appointments on a weekly basis and a change in appointments may require having to go onto a waiting list if you have a preferred time or day.

What happens if I miss my coaching appointment?

Whilst we understand that emergencies do arise, please notify us within 24 hours if you are unable to attend. Rescheduling or cancellations of appointments without notification will incur a full fee charge for the missed session.

How do I pay for my sessions?

Is there a flexible payment system?

Aqua Coaching can be flexible with payment terms. Either by direct debit, PayPal, or direct bank transfer. Credit card payments will incur a 2% surcharge.

Please note - It is also tax deductible and you will receive a tax invoice.

Can I re-book after my sessions have ended?

Of course! Please discuss with us when we are nearing the completion of your booked sessions. Some clients stay with us for 6 - 12 (and more) sessions. Many clients call us when they have a particular need and others stay with us longer term and have less frequent appointments once they have completed their initial sessions. We recommend a minimum of 6 sessions to begin with and then depending on you, we can work out the best plan going forward. We like to be flexible with our clients.

How often should I have my sessions?

Initially we recommend your sessions should be 7-10 days apart. This helps create and continue momentum. If you are away on business or holiday (then please send us a postcard!)



We will continue with our sessions when you return.

Please contact us if you have more questions. We welcome your call or email.

Louise Ferguson
Peak Performance Coach