

TRUE REPAIR™

Individual Reality Leadership™ Coaching Agreement

True relationship repair through Reality.
The Reality Method™ | See. Cost. Own. Repair.

Coach	Chris Frost
Client	[CLIENT NAME]
Programme	Individual Reality Leadership™
Agreement version	1.0
Effective date	23 June 2026

This template is provided for practical business use and should be reviewed by a qualified legal professional before reliance.

1. Purpose of this agreement

This agreement sets out the terms for taking part in Individual Reality Leadership™, a private 6-week coaching programme under the True Repair™ brand.

The purpose of the programme is to help the client:

- see the Story they have been living inside
- face what that Story may be costing
- own what is theirs without shame or self-blame
- take one clean repair action where safe and appropriate
- leave with a Reality Standard for moving forward

Stop protecting The Story. Face what is real. Repair what matters.

2. What is included

Individual Reality Leadership™ includes:

- 6 private coaching sessions of approximately 60 minutes each
- the Individual Reality Leadership™ Client Workbook
- the Story Audit™ result and reflection
- the Reality Score™ start and completion review
- weekly coaching exercises, including the See Log, Cost Map, Ownership Plan, Repair Plan and Reality Standard
- one short between-session check-in where appropriate
- a completion review at the end of the programme

Sessions are delivered online unless otherwise agreed.

3. What this programme is not

This programme is coaching. It is not:

- therapy
- counselling
- diagnosis
- mental-health treatment
- crisis support
- couples counselling

- legal advice
- safeguarding work
- domestic-abuse intervention
- addiction treatment
- medical advice

The programme does not guarantee that a relationship, marriage, family situation or partnership will be saved.

Repair never means staying somewhere unsafe. Ownership never means taking responsibility for someone else's abuse, violence, coercive control or harmful behaviour.

If the work raises issues outside the coaching lane, the coach may pause or adapt the coaching and recommend appropriate professional, specialist, legal, clinical, crisis or safeguarding support.

4. Ethical standard

The work will be held to the following standard:

- Reality without shame.
- Ownership without self-blame.
- Openness without submission.
- Repair without coercion.
- Leadership without control.

The aim is not to shame, pressure, isolate, diagnose, control or force repair.

The aim is to help the client return to honest seeing, responsible action and safer, cleaner repair where appropriate.

5. Client responsibility

The client understands that coaching requires honest participation. The client is responsible for:

- attending sessions on time
- completing agreed between-session work where possible
- communicating honestly about what is happening
- making their own decisions
- seeking appropriate professional help if needed
- not using the coaching process to control, pressure, punish, blame or force another person to change

The client remains fully responsible for their own choices, actions and outcomes.

6. Safety and suitability

This programme may not be suitable where there is:

- active domestic abuse
- coercive control
- violence
- stalking
- intimidation
- serious safety risk
- active self-harm or suicidal thoughts
- severe mental-health crisis
- unmanaged addiction or compulsive behaviour requiring specialist treatment
- safeguarding concerns involving children or vulnerable adults

- legal proceedings requiring specialist legal advice

The client agrees to tell the coach if any of these apply before or during the programme.

If the coach believes the situation is outside the coaching scope, the coach may decline, pause or stop the coaching and signpost the client to more appropriate support.

7. Confidentiality

The coach will treat what the client shares as confidential, except where disclosure is required or appropriate because of:

- risk of harm to the client or another person
- safeguarding concerns involving children or vulnerable adults
- disclosure of abuse, violence or serious risk
- legal requirement
- serious professional or ethical concern

The coach may keep basic notes for the purpose of delivering the programme. These will be stored responsibly and not shared publicly.

Any testimonials, case studies or client examples will only be used with permission and may be anonymised where appropriate.

8. Fees and payment

The investment for Individual Reality Leadership™ is:

Option 1: £750 paid in full
Option 2: 2 x £400 payment plan

The payment plan is:

- £400 before the programme begins
- £400 due four weeks later

By choosing the payment plan, the client agrees to pay both payments. Payment is made through Stripe unless otherwise agreed. The client's place is not confirmed until the first payment has been received.

9. Cancellation and refunds

The client may have statutory cancellation rights when purchasing online or at a distance.

If the client wants the programme to begin before any applicable cancellation period has ended, the client agrees that coaching may start immediately.

If the client cancels after coaching has started, any refund will take into account the sessions, materials, access, preparation or services already provided.

After the applicable cancellation period has passed, payments are generally non-refundable unless otherwise agreed in writing.

If the client is on the payment plan, cancelling attendance does not automatically cancel the second payment, unless agreed in writing or required by law.

This clause is intended to be fair, reasonable and transparent.

10. Rescheduling sessions

The client should give at least 48 hours' notice if they need to reschedule a session.

If the client gives less than 48 hours' notice, the session may be counted as used unless there is an emergency or the coach agrees otherwise.

If the coach needs to reschedule, the client will be offered a suitable alternative time.

The 6 sessions should normally be completed within 8 weeks of the start date unless otherwise agreed.

11. Between-session support

The programme may include one short check-in between sessions where appropriate. This is for simple reflection and support, such as:

- What did you notice?
- Where did The Story show up?
- What is the clean next step?

Between-session messaging is not crisis support, therapy, counselling, emergency support or unlimited coaching. The coach may respond during normal working hours and is not expected to provide immediate replies.

12. Results and guarantees

The coach will provide the agreed coaching structure, support, tools and sessions.

The client understands that results depend on many factors, including participation, honesty, timing, personal circumstances, relationship dynamics and actions taken outside sessions.

No specific relationship, emotional, financial, family or personal outcome is guaranteed.

13. Communication

The main communication channels will be agreed during onboarding.

The client agrees to use these channels respectfully and appropriately.

14. Ending the coaching relationship

The coach may end or pause the coaching relationship if:

- the work falls outside the coaching scope
- there are safety, safeguarding, legal or clinical concerns
- the client repeatedly misses sessions
- the client behaves abusively, threateningly or inappropriately
- the client uses the work to control, pressure or harm another person
- payments are not made as agreed

If coaching is ended, any refund or outstanding payment will be handled in line with this agreement and applicable law.

15. Agreement

By signing below, paying for the programme, or ticking the agreement box at checkout, the client confirms that they have read, understood and accepted this agreement.

Client name	[CLIENT NAME]
Client signature	_____
Date	_____
Coach name	Chris Frost
Coach signature / confirmation	_____

True Repair™
True relationship repair through Reality.
Reality reconnects. The Story separates.