

Terms and Conditions

Nathan Muller Coaching Limited

Last updated: 23 June 2026

These terms apply when you use our website or engage us for coaching. We are Nathan Muller Coaching Limited (*we, us, our*), and *you* means the person engaging our coaching services. Please read these terms so you're comfortable with them. If anything's unclear, just ask before we begin.

These terms cover individual (1:1) coaching. Organisational and workplace programmes, including our Wired for Work programme, are provided under a separate agreement.

1. Our coaching services

We provide coaching focused on ADHD-related topics, goals, and outcomes. Coaching is delivered primarily by Zoom, and in person where appropriate and mutually agreed. Sessions are usually 50 minutes and can be adapted to suit your needs.

What coaching is, and isn't. Coaching is not therapy, counselling, or medical care, and it does not diagnose, treat, or cure any condition. We don't provide medical advice about ADHD medication or treatment. If you're receiving mental health care, we encourage you to let your provider know about your coaching, and to seek independent professional advice (legal, medical, or mental health) where you need it.

Your responsibility. You're responsible for your own decisions, choices, actions, and wellbeing during and after coaching. Coaching works best when you communicate openly, stay open to feedback, and give yourself the time and energy to take part fully.

2. Booking and communication

- Coaching is offered as a rolling programme of sessions. Meeting times are mutually agreed, and we'll send calendar invites with Zoom links.
- It's your responsibility to book your sessions within the programme timeframe.
- Between sessions, we're available by email and aim to respond within 48 hours on business days (Monday to Friday). Urgent matters are addressed as soon as possible.
- Additional work outside sessions (such as document review or extended consultations) is available at the prorated session rate.

3. Fees and payment

- Coaching is priced per session, and is usually offered as a programme of sessions because that structure produces clearer, more lasting change.
- You'll be invoiced once your agreement is signed, and payment is made before each session.
- If our rates change before your agreement is signed, the current rates will apply. Fees are reviewed annually.
- All fees include GST where applicable.

4. Cancellations and rescheduling

- Please give at least 24 hours' notice to reschedule a session.
- Sessions cancelled with less than 24 hours' notice may be charged in full.
- Where a late cancellation is due to genuine emergency or circumstances beyond your control, the fee may be waived at our discretion.
- If we need to cancel, no fee is due, and we'll give as much notice as we can.
- Sessions are used within the programme timeframe, and there are no refunds for unused sessions outside that timeframe.

Coaching works best with consistency, so we'll always try to find a time that works.

5. Confidentiality and your information

What you share in coaching is treated as confidential, in line with International Coaching Federation (ICF) principles. The coach-client relationship is not legally privileged in the way medical or legal relationships are. We won't disclose information about you without your written consent, except where disclosure is required by law, where there is a risk of imminent harm to you or others, or where it concerns illegal activity.

How we handle your information is explained in full in our Privacy & Data Statement, which forms part of these terms. It covers what we collect, how long we keep it, how we protect it, and the choices you have.

6. Professional standards

We maintain the ethics and standards of the International Coaching Federation. You're welcome to review the ICF Code of Ethics at coachingfederation.org/ethics.

7. Ending the coaching relationship

Either of us may end the coaching relationship at any time with one week's written notice. You agree to pay for all coaching provided up to the date it ends.

8. Liability

We make no guarantees about specific coaching outcomes. To the extent permitted by law, our total liability to you is limited to the amount you've paid us under your agreement, and we're not liable for indirect or consequential losses. Nothing in these terms limits any rights you have under the Consumer Guarantees Act 1993 or other New Zealand law that cannot be excluded.

9. General

- **Whole agreement.** Your signed coaching agreement, together with these terms and our Privacy & Data Statement, is the complete agreement between us. It can only be changed in writing.
 - **If part doesn't apply.** If any part of these terms is found not to apply, the rest still stands.
 - **Resolving disputes.** If a concern comes up, please contact us first so we can try to put it right. If we can't resolve it together, we'll aim to work through it in good faith, including mediation where appropriate, before any formal action. Each party covers its own costs unless a court or tribunal decides otherwise.
 - **Governing law.** These terms are governed by the law of New Zealand.
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Contact

Questions about these terms? Email nathan@nathanmullercoaching.com.