

## Client Consulting/Training Agreement



Welcome to **iMPACT!**

I am happy to have you as a client and to assist your progress toward business success .

Before we begin our partnership, it is important we have a clear understanding about our work together. Please read the agreement carefully before signing.

### **Your Consulting and Training Sessions:**

I am committed to results and providing you with meaningful and productive sessions . In order for you to obtain the most value and desired results, you must take responsibility for complaint assignments and implementing suggested tactics and processes.

You have retained me as your consultant, so it is primarily up to you to do the work/implement the tasks. (If you need me to implement any of your action steps, we will draw up an agreement for those additional fees.)

The best results usually happen when:

- We both have a clear understanding as to what outcome(s) you desire from your training/consulting,
- You consistently follow through on the tasks, suggestions, and assignments you receive in our sessions,
- We both respect each other's abilities and talents,
- We both adhere to deadlines and timelines. and
- You provide feedback to me about what works or doesn't work for you, and if there are any more effective ways that I can assist you.

One-on-one personal training/consulting services will be billed \$100.00 per hour. You may choose to have weekly sessions or bi-monthly sessions. The minimum number of sessions is two (2) sessions a month for three (3) months; for an investment of \$600.

Based on the goals that you wish to achieve, the length of our time together could vary and we offer several training packages that we can discuss with you at the time of our first complementary session.

**iMPACT!** also offers group interactive workshops. Associated fees and topics vary.

Based on your goals you may choose different areas. Some of these areas include:

- Social Media Marketing
- Crisis Management Strategies and Building your reputation in your community
- Strategic Planning for Business Development in gaining a larger marketshare
- Effective use of Networking Events

### **Missed Appointment:**

I understand that emergencies can happen to anyone; therefore, if an emergency keeps you from attending a session please call at least 6 hours before your scheduled appointment to let me know of the circumstances. Missed appointments without notification will be billed as if the session occurred.

### **Payment:**

Payment is due the first of every month for the month's consulting/training session. If you choose to purchase a training package, this is a solid commitment to complete our work together. If you choose not to follow through on this commitment, no refunds will be granted (for any remaining portion of the package.)

### **Method of Payment:**

We accept Paypal, Visa & Mastercard, checks, and cash.

### **Referrals:**

If you refer someone who signs up for a training package (at least \$600) and submits their payment in full, you will receive a complimentary training session (\$100 value).

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**Communication:**

Communication is VITAL in our relationship. I will send you feedback, suggestions, tasks, and follow-up emails regularly and expect acknowledgment of these emails within 48 hours. I will also respond to your emails within 48 hours (or sooner!) You can also expect to hear from me late at night!

Please feel free to leave messages on my office phone: 843-821-3283 or my cell 843-670-5313 . In between our regularly scheduled sessions, I am happy to provide you with full email support and phone support (10 minutes or less) when I am free of other commitments. However, if we do have an extended telephone consultation, this will be billed in 15-minute blocks.

**Confidentiality:**

**iMPACT!** shall treat as confidential all data, records and accounts, information, operations, policies, procedures, personnel, marketing plans or prospects and all other information, which becomes known to it through its activities hereunder and which is not otherwise in the public domain or rightfully obtained from another source. During the term and after termination its services to you, **iMPACT!** shall not use or disclose any such protected information, except in accordance with the terms of this agreement or as required by law, regulation or court order.

**Termination:**

Because a good termination process is important to your personal growth you are asked to give a one-session notice. This is so that we can review goals, I can make recommendations for further steps you can take, and we can say goodbye in a meaningful and complete way. Please keep me informed of your email address and phone number so we can stay in communication. I am very interested in your ongoing progress. I would appreciate your contacting me by phone or e-mail every 3 months and letting me know how you're progressing toward the goals we established during our work together.

Thank you for your confidence in our abilities to assist you in your business' growth.

**Susan Jeanne Mertz**

**iMPACT! Inc.**

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