



MCGREGOR HOLLOWAY

ACCENT MODIFICATION SERVICES

Coaching Agreement

I. General Agreement

Beginning on _____, MH and client will have _____ accent modification sessions. Each session will be conducted face-to-face or through Skype. Each face-to-face session will be 60 minutes (Skype sessions will vary in length). Sessions must be completed _____ days from first session.

II. MH responsibilities

In undertaking to meet with you MH is committing to the following:

1. Creating a customized program based on your pre-assessment and initial consultation
2. Meeting at the time(s)/day(s) agreed upon
3. One on one coaching with a trained accent modification professional
4. Providing materials for use with each session
5. Providing materials and recommendations for use for at-home practice and study.
6. Unlimited feedback on all submitted practice sound-file recordings
7. Access to coaches through phone and email during all business hours (9-5/M-F)
8. Conducting an exit assessment

III. Client Responsibilities

In choosing to use MH for accent modification coaching, you are committing yourself to the following:

1. Meeting at the time(s)/day(s) agreed upon
2. Committing to the process and recommended practice
3. Coming to sessions prepared and with questions or request as needed
4. Informing the coach as to upcoming presentations, interviews, or any other professional event where pronunciation practice is needed
5. Providing payment in full on or before the first session

IV. Confidentiality

All session recordings, sound-file uploads, written notes, and forum questions are confidential. All MH coaches have access to all client material. Requests can be made by either party to share information with people outside the client and MH.

V. Cancellations

If you wish to change the time/date of a session, 48-hours notice is required. If you wish to cancel a session, 24-hour notice is required and you must reschedule your missed session within 5 days in order to stay on the instructional schedule. Your rescheduled session must be within 8



days of your missed session. If you chose to change the format of your session (i.e. change from face-to-face meeting to Skype) you must give MH 24-hours notice. If you are more than 15 minutes late to a session, or if you miss a session without proper notification, you will be charged for the session and the session will not be rescheduled.

VI. Duration and termination

You may terminate your instruction with us at any time however; MH will not refund the remainder of your session fees.

VII. Records

Any written records, recorded sessions, and sound-file uploads are securely kept and confidential. All MH coaches will have access to your records.

VIII. Disclaimer

MH cannot guarantee speech improvement if the client does not follow the customized program; which includes, but is not limited to, all recommended self-study practices.

The coaching relationship is not speech therapy or counseling. Should anything arise during the sessions that is not “accent modification” or “professional coaching” related, you will be advised to make enquiries with the appropriate services.

Client

(Date)

McGregor Holloway Representative

(Date)