



GROUNDING FUTURES

GUIDING YOUR NEXT CHAPTER
THROUGH REFLECTION

BOOKING, SESSIONS AND CONTACT PROCEDURE Grounded Futures Trading name of AVJ Coaching and Consultancy Ltd (Company No. 16964022)

1. Purpose This procedure outlines how clients book sessions, how sessions are delivered, and how communication is managed with Grounded Futures. It ensures clarity, consistency, and a smooth experience for all clients.
2. Booking Procedure

2.1 Initial Enquiry

- All enquiries will be made through the Grounded Futures website once live.
- Clients will be able to submit a request for support through an online contact form.
- Grounded Futures will respond within reasonable working hours.

2.2 Booking a Session

- Once an enquiry is received, Grounded Futures will offer available dates and times.
- Clients will confirm their preferred session slot.
- Sessions are only confirmed once payment has been received (unless otherwise agreed).
- Clients will receive written confirmation of their booking.

2.3 Pre-Session Information

- Clients may be asked to complete a short information form to support session planning.
- Clients will receive details about session format, expectations, and any preparation required.

3. Session Procedure

3.1 Session Format

- Sessions may be delivered online or in person as agreed.
- Session length will be agreed in advance.
- Sessions will focus on reflective support, coaching, and guidance.
- Grounded Futures does not provide therapy, counselling, or statutory assessments.

3.2 Session Conduct

- Sessions will begin and end on time.
- Grounded Futures will maintain professional boundaries and confidentiality within safeguarding limits.
- Clients are expected to attend prepared and engage respectfully.
- Notes may be taken for reflective and safeguarding purposes.

3.3 Late Attendance

- If a client arrives late, the session will still end at the scheduled time.
- If Grounded Futures is delayed, the full session time will be honoured or rescheduled.

3.4 Non-Attendance

- If a client does not attend without notice, the session may be charged in full.
- Repeated non-attendance may result in sessions being paused or ended.

4. Cancellation and Rescheduling

- Clients should provide at least 48 hours' notice to cancel or reschedule a session.
- Cancellations with less than 48 hours' notice may be charged in full.
- Grounded Futures may cancel or reschedule sessions when necessary and will provide as much notice as possible.

5. Contact Procedure

5.1 Communication Channels

- All communication will be managed through the Grounded Futures website once live.
- Clients will use the online contact form for enquiries, updates, or requests.
- Grounded Futures will respond within reasonable working hours.

5.2 Professional Boundaries

- Communication will remain professional and focused on session-related matters.
- Grounded Futures will not engage in personal or informal messaging.
- Social media contact with clients is not permitted.

5.3 Response Times

- Grounded Futures aims to respond to messages within a reasonable timeframe during working hours.
- Messages received outside working hours will be addressed on the next working day.

6. Emergencies and Safeguarding

- Grounded Futures is not an emergency service.
- If a client has immediate concerns about the safety of a child or vulnerable adult, they must contact emergency services or their local authority directly.
- Grounded Futures will act on safeguarding concerns in line with the Safeguarding Policy.

7. Review of Procedure This procedure will be reviewed annually or sooner if the nature of the service or relevant guidance changes.