



## ***Working with Denise***

I've produced this leaflet to cover details on how I work and to ensure that everything goes smoothly.

My website provides extensive detail on my services, assessments, courses etc. If you have questions, please email and I'll almost always reply within 1 business day. It's much easier for me to reply to emails in the first instance as I'm usually busy with client work during the day. I don't guarantee to reply over a weekend.

### ***Confidentiality***

- The first thing I want to stress is the confidentiality of the work we do. Everything you send or we discuss remains confidential. Notes are kept secure, and nothing is released to a third person without your consent. I may discuss your situation with my supervisor, but your name/contact details would not be released.

### ***Appointments***

- In almost all cases once you make payment you also get a link to my online scheduler. This makes it easy to change appointments. Payment is secure using PayPal. Please ask if you prefer to pay by bank transfer.

### ***Cancellations/missed appointments***

- **If less than 2 business days' notice is given for a change of appointment you will still be charged for this session.** With a prepaid programme this may result in an additional fee being payable. You may also need to wait a week or two for a new appointment.

### ***Unused sessions***

- Sessions paid for and not taken will be held for 3 months. Sessions are also transferable, but not refundable.

### ***Denise's style***

- Denise is creative and inspiring; any programme can be adapted to suit your needs. She is focused and highly customer orientated, she always seeks to be the best she can be.
- The approach Denise takes combines career coaching and consultancy. It is not a therapeutic counselling session.
- Denise is supportive but there is a need for clients to act. Clients will not progress if they do not undertake the action steps. ***You need to undertake the follow up action identified.***

## ***Guarantees***

- I guarantee that I will provide a good service, but I can't guarantee the outcome such as you will identify your 'dream job'. being shortlisted or being successful at interview. If you ever feel a session has not been of value or an objective not met, please tell me and I will do what I can to meet your needs.

## ***Refunds***

- If you are choosing an assessment, be sure to review the sample report to ensure it is relevant for your needs, as **refunds are not available on assessments.**
- **If you change your mind and no longer require a service, please inform within 7 days. Your refund will be subject to an administration fee of 10% or £100 whichever is the greater. No refunds after 7 days.**

## ***Costs***

- The costs of my programmes and services are clearly listed on my web site and can be supplied in writing on request. **Different fees are payable by organisations** and individuals. All fees are subject to annual review.
- The prices include the reading of your CV and personal information form. Should you require me to take on extended pre-reading this is charged at the standard rates.

## ***Location***

- Sessions can take place via phone or on Zoom. We also have the option to meet in our wood.
- I can travel to meet you at your preferred location, travel expenses are charged at 45ppm and travel time is charged at £50 per hour.

## ***The importance of focus***

- I need to focus on my clients and projects. If I'm interrupted, I lose flow and don't get things done.
- I've learnt that I'm far more effective if I deal with emails in blocks, rather than individually so aim to review emails twice in the day and once early evening.

## ***Data Protection***

- Amazing People is registered under the Data Protection Act 1998. The only information we collect about you is the information you supply when you complete any of our forms or questionnaire.
- Assessments involve supplying some personal data to the specific testing organisation. These all have their own privacy statements on their web sites and can be supplied on request.
- Any forms you submit, and notes taken are kept in a locked cabinet and shredded one month after our last contact.

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