



Terms of Service

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Registration & Payment

Registration & Match

Upon completing the signup form, you will be charged a non-refundable registration fee. This fee covers the cost of our registration and match process, detailed on [our pricing page](#).

Invoices & Payment for Monthly Subscription Plans

The subscription plan is billed in advance every 28 days (4 weeks) and is non-refundable. There will be no refunds or credits for partial months of service, upgrade/downgrade refunds, or refunds for months unused with an open account.

All Subscription clients must have a valid payment source on file (credit card or ACH). We utilize auto-pay and auto-invoicing for all clients. Your payment method will be automatically charged every 28 days or annually, depending on your subscription plan. Our system cannot accommodate split invoicing. Invoices are automatically emailed and the payment is processed upon being sent. Payments are considered delinquent if not paid within 3 days of the billing date, with 1.5% interest added on late invoices.

For any upgrade (additional sessions or meetings) while on the 28 day billing cycle, the credit card that you provided will automatically be charged the new balance and amount on your next billing cycle.



What will I be charged for?

After our complimentary initial 20 -30 minute consultation, all meetings and communication are charged for according to your subscription plan.

Do I need to pay for services over winter break, summer and / or holidays?

You are entitled to 4 sessions every 28 days as part of your subscription. If you would like to forego holding sessions over school breaks and/or holidays, inform your specialist in writing that you would like make-up credits for the skipped sessions. If you are going away for the summer your subscription plan can be put on hold for a minimal fee. See below for putting your subscription on hold or pausing services. Complete the form on the TutorBird portal to pause or put your subscription on hold.

How are IEP or 504 meetings billed in the subscription model?

If you would like your specialist to prepare, attend and support you through the IEP process, you will be billed for additional sessions at your normal subscription rate.

Please feel free to ask if you have any queries. We are here to ensure you have a complete understanding of our services before making any commitments.

How are Family Team Meetings billed?

Family Team Meetings can take the place of one weekly meeting, usually every 4 weeks, or can be charged as an additional session, if requested or approved by the family.

How do I get additional time with my specialist for my subscription package?

You can schedule additional sessions and they are billed at a prorated rate according to your subscription package. Additionally, you are entitled to make-up credits for past sessions that fell during breaks or summer and can utilize those for additional sessions.



Can I put my subscription on hold or pause services?

Yes, to pause or put your subscription on hold, we charge a monthly fee which provides you with the following benefits:

- **Educational Records Retention:** We will retain all your educational records and can forward them to you or the parties you designate at your convenience. If you cancel, these records will be deleted from our systems after 60 days.
- **Waiver of Registration Fee:** You will not need to re-register or pay the registration fee upon reactivation of services.
- **Priority in Waitlist Queue:** When you're ready to reactivate your subscription, you'll be placed at the head of our waitlist queue, ensuring you can get back into coaching without delay.

The monthly fee is \$19.95 per month until canceled. This fee will be charged on your regular autopay date and is non-refundable. Coaching rates are subject to current rates at time of reactivation.

Complete the form on the TutorBird portal to pause or put your subscription on hold.

How do I cancel my subscription plan?

If you decide to cancel your subscription, you are still entitled to the remainder of sessions that were paid for. To ensure you are not billed for another cycle, we require you to make your request, in-writing, 5 business days in advance of your next billing cycle. To change or cancel your subscription plan, please contact your specialist and **complete the form on the TutorBird portal to pause or cancel your subscription.**

Please note, if you cancel your subscription (rather than pausing), you will be required to pay our registration fee if you choose to reactivate services, you will need to join our wait list, and your educational records will be removed from our system after 60 days of inactivity.



Annual rate increase

All business rates increase based on annual inflation per Bureau of Labor Statistics information at the end of each school year.

On August 1st, 2023, all business rates will increase by 4%, except for the pricing on the subscription model which [can be found here](#).

Insurance and Requests for Superbills

We are private pay and we do not accept insurance. We are not able to provide a traditional superbill, however we can provide a billing summary with charges, services, dates, and payments.

Weekly Coaching Sessions

When are sessions held?

Sessions are scheduled at a predetermined weekly time upon signing up for services. The time and day are coordinated with your assigned specialists and your seat is held for the duration of your subscription period.

How long are sessions?

The weekly session includes up to 45 minutes of 1-on-1 personalized online coaching (per session) and up to 15-minutes of meeting preparation, weekly parent consultation or progress updates to keep you informed on your child's progress via phone, email or text (according to your preference).



Do I need to have my screen on for sessions?

Yes, students are required to have their cameras on during sessions. Keeping the camera on during coaching sessions fosters accountability, allows for reading of non-verbal cues, enables real-time feedback, builds rapport, and streamlines the sharing of resources.

Will sessions be recorded?

We may record sessions to comply with insurance requirements. Your participation signifies consent to this recording policy.

What if I don't want updates?

Our specialists need the follow-up time to do many things including:

- Communication with students and parents
- Documenting case progress
- Checking student portals
- Preparing for upcoming student and/or Family Team Meetings
- Consulting with families and providers
- Revising and updating the plan of service
- And more.

Can I cancel or reschedule a weekly meeting?

While you may cancel, you will be charged your monthly or annual subscription rate, regardless of how many sessions you utilize in a four-week period.

If you need to reschedule a session, please make your request, in writing, with your specialist at least 48 hours in advance to ensure you will receive make-up credit for your session.



What are make up credits and how do I use them?

Make up credits are credits you can utilize to pay for additional sessions, once accrued. These credits are tracked in your account and can be viewed in the parent portal. Make up credits can be used at any time unless services are cancelled, at which point they are forfeited.

If you would like to utilize your make-up credit(s), contact your specialist to arrange an additional session. If your specialist cannot accommodate your scheduling request, you will need to expand your availability or ask your specialist to connect with a substitute.

Can I have sessions every other week?

No, we have found that consistent weekly meetings are the most effective way for our clients to enhance their executive function skills.

Can I do a shorter or longer session if needed? Can I break my 45-minute session into multiple sessions?

Make-up credits are credits you can utilize to pay for additional sessions, once accrued. These credits can be viewed in the parent portal. Make-up credits can be used at any time that is mutually convenient for both the specialist and the family. If your specialist cannot accommodate your scheduling request, your specialist can connect you with a substitute. When services are canceled make-up credits are forfeited.

What happens during the phase-out period when students may still need support but not weekly?

Phase out can be the reduction from two sessions to one session weekly, or using your last 4 sessions every other week and agreeing on an end-of-service date during a Family Team Meeting.



What if my session falls on a holiday or day that my specialist is unavailable?

If your session falls on a holiday or a day that your specialist is unavailable, your specialist will provide you with make up credit that can be used on a later date.

Parent / Family Engagement

Parent / Family Engagement

Parents have access to our parent portal to easily view progress notes, bills and other key information.

We request parents to make all efforts to be available for Family Team Meetings (FTM) when requested by specialists in order for our process to be effective.

The FTM is an opportunity for all of the key stakeholders on your student's "team" to meet and engage in a process celebrating the wins (or micro-wins), identifying adjusted or new goals, or assigning responsibility and a timeline for implementation.

Family Team Meetings can take the place of one weekly meeting, usually every 4 weeks, can be charged as an additional session, or can be paid for through the use of make-up credits.

Etiquette

Our dedicated team of specialists is committed to providing exceptional support for our students. To ensure their effectiveness and maintain a healthy work-life balance, we kindly ask that you avoid sending text messages to your specialist outside of the standard hours of 8am to 8pm.



Policies & Procedures

Outcomes & Expectations

While we strive for excellence in our coaching, we cannot guarantee specific academic outcomes. Our primary aim is to enhance the student's executive function skills.

Confidentiality

We respect your privacy and promise to handle your personal information responsibly. We will not share your information without your explicit permission, except as required by law.

Dispute Resolution

If a dispute arises out of this Agreement that cannot be resolved by mutual consent, the Client and Executive Functions, Inc. agree to attempt to mediate in good faith for up to 30 days after notice given. If the dispute is not so resolved, and in the event of legal action, the prevailing party shall be entitled to recover attorney's fees and court costs from the other party.

Termination

This agreement may be terminated by either party with a 30-day notice in writing. Please note that subscription plans are non-refundable. **Complete the form on the TutorBird portal to pause or cancel your subscription.**

For any general inquiries, please reach out to info@efspecialists.com and for billing-related queries, please contact billing@efspecialists.com.



EF Specialists
The Key To Your Future

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We are here to support you and your family on the road to enhanced executive function skills!