



Terms of Service and Agreement

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Registration and Payments

Registration and 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. Current pricing is on [our pricing page](#).

Invoices & Payment for Subscription Plans

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.

The subscription plan will automatically be charged every 28 days (4 weeks) until you cancel services 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. If you add or remove services, your service fees will be adjusted accordingly. If you upgrade or downgrade to a different subscription, the price will change to the then current list price for such relevant subscription.

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.

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

Do you have discounts?

We offer a 10% discount for clients that sign up for 2 sessions per week or enroll two siblings at the same time. We also offer a discount if you choose to pay annually for 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 to reschedule your sessions, use make-up credits or put your billing on pause. If you are going

away for the summer your subscription billing can be put on Pause for a minimal fee. For more information about pausing services see below.

How do I put my subscription on pause?

To pause your subscription billing please [complete this form to pause your subscription](#) and let your specialist know. A non-refundable pause fee of \$19.95 is charged to your account every 28 days on your regular autopay date. If you have any pre-paid sessions or makeup credits you can use those during your pause or when you reactivate billing. Pre-Paid sessions and makeup credits are forfeited if you cancel services.

Clients are allowed (2) subscription billing pauses during the calendar year. Pausing can be for a minimum of 2 weeks up to 12 months. When you reactivate billing, you do not have to re-register and we do our best to keep your specialist if they are available. Coaching rates are subject to current rates at time of reactivation.

Additionally, pausing billing 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 removed from our systems after 90 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.

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 this form to 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 90 days of inactivity.

Weekly Coaching Sessions

When are sessions held?

Sessions are scheduled at a time and day that 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).

Can I cancel or reschedule a weekly meeting?

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 can re-schedule or get a make-up credit for your session. Your sessions are pre-paid and it is to your advantage to re-schedule or request a make-up credit instead of just canceling or not showing up.

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

You may book additional sessions with your specialist beyond your subscription plan. These sessions will be charged at a prorated rate according to your subscription plan. Scenarios in which additional sessions may be useful include:

- Finals
- Check-in sessions
- Large projects that require additional assistance
- Family Team Meetings
- College application support

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 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. They can also be used when additional time is needed with specialists during finals, family team meetings, and extra support.

If you would like to utilize your make-up credit(s), contact your specialist to arrange an additional session to use your credit. If your specialist cannot accommodate your scheduling request your specialist will connect you with a substitute. When services are canceled make-up credits are forfeited.

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.

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.

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 can reschedule your session or issue a make up credit that can be used on a later date.

Do I need to have my camera 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 have sessions every other week?

Our subscription plan is weekly and 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?

The sessions are up to 45 min per session. You can do less time but will be charged for one session. If you would like to do two sessions per week you can upgrade your plan to two sessions a week at the discounted price.

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. .

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 and 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.

Annual Rate Increase

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

Insurance and Requests for Superbill

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. Please contact billing@efspecialists.com for a summary.

Terminating Services and canceling your Subscription Plan

This agreement may be terminated by either party with a 7 day notice in writing. Please note that subscription plans are non-refundable. 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 this form](#).

Want to Learn more?

Contact our Customer Service team at 415-300-0392

Inquiries about Services: info@efspecialists.com

Billing and Support: billing@efspecialists.com.

Executive Function Office Closures

New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day

Thanksgiving: Thursday, November 23, 2023 and Friday, November 24, 2023

Christmas: Monday, December 25, 2023 and Tuesday, December 26, 2023

New Year's Day: Monday, January 1, 2024

We look forward to supporting you and your family with executive function skills!