



## Coaching Membership Agreement

1. Your monthly membership includes four online coaching sessions, either 45 or 60 minutes in length, and begins officially once you are matched with and have the first session with your coach.
2. We understand that life happens. If there is an unavoidable scheduling conflict with one of your sessions, we encourage you to reschedule with your coach. If that's not possible within the month, any unused session time will be credited to your next month's bill at your hourly coaching rate (see "How Billing Works" below). Out of consideration for your coach, we do need 24-hour notice to cancel your sessions, otherwise, we will not be able to offer a credit for that time.
3. Your membership will include the following:
  - A dedicated online portal to access the coach's notes about each session.
  - Coaching support between sessions (e.g. check-in via text, email or call)
  - Executive Function Consultant Team support available 7 days a week.
  - *Based on the package you choose, your membership (Essential or Immersive) it will also include:*
    - i. **Essential Coaching Plan:**
      1. 90-minutes of Parent/Caregiver meetings with your coach to discuss progress and priorities. These minutes can be used as needed and scheduled at your convenience in 15-minute increments (e.g. six, 15-minute meetings or three 30-minute meetings).
      2. Two months free access to WorkSpace accountability sessions, to activate whenever you and your coach think it is most beneficial.
    - ii. **Immersive Coaching Plan:**
      1. 30-minutes for Parent/Caregiver meetings per month with your coach to discuss progress and priorities. These minutes are for you to use as needed and scheduled at your convenience, each month.
      2. Unlimited access to WorkSpace accountability sessions.
      3. 60-min complimentary professional consultation with additional service providers (e.g. therapist, counselor, teacher, etc.).
4. Sometimes, in addition to parent/caregiver meeting time that is included in your membership, you may want extra time for your child to do additional coaching or for your coach to attend a virtual meeting or consultation (e.g. an IEP meeting, with a counselor or teacher). You can work this out with your coach and we will bill you according to your hourly rate.
5. If you feel that your coach match is not working well, we will rematch you. It doesn't happen too often, but if it does we'll work with you to get it right.
6. Your coach is reserving your weekly coaching time just for you. We know emergencies happen sometimes. Please let your coach know 24 hours in advance if you need to cancel. They'll work with you to reschedule. In the event of a cancellation/no-show, you will be charged for the scheduled session time.

## Safety and Privacy



1. We care about safety. All of our coaches undergo a comprehensive, national criminal background check through HireRight before they begin coaching. Similar to teachers and other professionals, our coaches are mandated reporters. This means that coaches are legally obligated to report suspected child abuse of any kind.
2. Please send us an email request beforehand if you want to photograph or record your coaching sessions.

### **How Billing Works**

1. We are a pre-payment service, you'll be charged after your first coaching session for your initial 4 coaching sessions. Every month, on the 7th, we only invoice you to replenish your sessions back up to a total of 4.
2. Your monthly auto pre-payment will occur on the 7th of each month going forward. When you are invoiced, any unused minutes from the previous month will be credited to your invoice. We only bill to ensure a total of 4 sessions are available for the full month ahead. Bill.com is our secure invoicing/paying system, which requires activation of an account and enrollment in autopay. Autopay can link to a bank account (ACH) or a credit card. (See authorization agreement [here](#).)
3. If you decide to receive extra coaching or consultation beyond your monthly agreement, we'll bill you in 15-minute increments at the hourly rate. To make sure nobody is surprised, we'll ask for written permission to go over your monthly membership fee.
4. If you have an unpaid balance after 30 days, we'll wait to resume coaching until that gets cleared up. If you have an unpaid balance after 60 days, that gets more serious and means things get awkward because we have to cancel this contract. You'll be responsible for your unpaid fees plus the cost of collection, including expenses like court costs, interest, and attorney's fees that we incur.
5. Beyond BookSmart rates are subject to change. We'll let you know in advance about that.

### **How we feel about treating each other with respect**

Beyond BookSmart/WorkSmart Coaching hires wonderful, qualified folks without regard to how they look, what they believe, who they love, how they self-identify, and how many birthdays they've had. We make coach matches based on client needs for skill development and we don't disclose our coaches' personal information to make sure we are being fair and equitable in our employment practices. You can feel confident that our people are well-trained and committed to connecting with the people they are coaching.

### **How to conclude your coaching**

Please provide two weeks' notice by email to your coach and our Success Team ([successteam@beyondbooksmart.com](mailto:successteam@beyondbooksmart.com)) with your planned last session date.

### **Legal words we're required to say**



Except as explicitly stated above or in any other document executed between you and Beyond BookSmart, the program is provided without warranty of any kind, either express or implied, including, without limitation, implied warranties of merchantability and fitness for a particular purpose.

The entire liability of the company and your sole exclusive remedy in the event the services do not meet any of the covenants or standards agreed to is limited to the fees paid to Beyond BookSmart.

In no event shall Beyond BookSmart be liable for any indirect, special, incidental, or consequential damages arising out of or relating to the services being provided hereunder, even in the event the company has been or is thereafter, advised of the possibility of such damage.

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