



Beyond BookSmart Membership Agreement

How billing works:

- In order to begin coaching, you will provide a refundable deposit equivalent to 4 weeks of coaching. Coaching is a journey that benefits from the support and engagement of all parties. We view it as a partnership - you bring your dedication and commitment, and we bring our expertise and guidance. Your deposit is an investment in this process, acknowledging that coaching requires consistency and dedication to achieve the desired results.
- On the 7th of each month, you will be automatically charged for any coaching that occurred in the prior month. You will be billed in 15-minute increments at your hourly rate.
- You will be automatically charged through Bill.com, our secure invoicing/paying system, which requires activation and enrollment in autopay. Autopay can be linked to either a bank account (ACH) or a credit card. (See authorization agreement [here](#)).
- Upon completion of coaching, your deposit will be applied toward your final invoice, and anything remaining will be refunded.

Other details:

- If you have an unpaid balance after 30 days, coaching will be put on hold until that balance is paid. If the balance remains unpaid for 60 days, the contract will be canceled and you will be responsible for your unpaid fees.
- Beyond BookSmart rates are subject to change. Any adjustments will be communicated to you in writing well in advance of the effective date of the changes.

Membership Features

- Four online coaching sessions, either 45 or 60 minutes in length
- Personalized coach match with coach match guarantee
- Meet and Greet: Complimentary introductory meeting between caregiver(s) and coach to establish initial coaching goals
- 1:1 weekly online coaching sessions
- Online portal access for coaching session notes
- Weekly check-ins from coach to client in between sessions via text, email, or call
- Access to support from our Success Team of executive function consultants seven days a week via email (successteam@beyondbooksmart.com)
- Additional support: Ask your coach about services beyond weekly 1:1 meetings (e.g. attending an IEP meeting, consulting with a therapist or teacher, parent coaching)



- **Essential Coaching Plan:**
 - Two months of free access to WorkSpace accountability sessions (ask your coach for more details)
 - 90 complimentary minutes of coach/caregiver(s) meetings to discuss progress and priorities scheduled in 15-minute increments (ask your coach for more details)

- **Immersive Coaching Plan:**
 - Free, unlimited access to WorkSpace accountability sessions (ask your coach for more details)
 - 30 complimentary minutes monthly of coach/caregiver(s) meetings to discuss progress and priorities scheduled in 15-minute increments (ask your coach for more details)
 - 60-min complimentary professional consultation with additional service providers (e.g. therapist, counselor, teacher, etc.).

Scheduling

- **Coaching Consistency:** Your progress is our priority, and having a consistent schedule with your coach is essential for growth. Please let your coach know as soon as possible if you anticipate any conflicts that might prevent you from meeting regularly at your scheduled time. If you and your coach cannot find an alternative weekly meeting time, please email our Success Team (successteam@beyondbooksmart.com) will work with you to find another coach to accommodate your schedule.

- **Cancellations:**
 - Please let your coach know 24 hours in advance if you need to cancel a session. They will work with you to reschedule it if their schedule allows.
 - Except in the event of emergencies (sudden illness, family crises, etc.), you are responsible for and will be charged for the scheduled session time for no-shows or cancellations with less than 24 hours' notice.

Coach Rematching

- Our Success Team is here for you (successteam@beyondbooksmart.com). If you feel that your coach match is not working well, they will work with you to get it right.



Concluding Coaching

- When you are ready to conclude services, please provide two weeks' notice by email to your coach and our Success Team (successteam@beyondbooksmart.com) with your planned last session date.

Safety and Privacy

- 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.
- Please send us an email request beforehand if you want to photograph or record your coaching sessions.

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 team is well-trained and committed to connecting with the people they are coaching.

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.

