



# AL NEURODEVELOPMENT – SERVICE AGREEMENT (TERMS & CONDITIONS)

## 1. SCOPE OF SERVICE

- **Service Definition:** AL Neurodevelopment provides specialist neurodevelopmental coaching, structured educational support, and mentoring.
- **Clinical Boundary:** This is an educational and developmental support service; it is not a medical, psychiatric, or diagnostic service.

## 2. SESSIONS

- **Standard Delivery:** Sessions will be conducted at the time, location, and format (online or in-person) agreed upon during the intake process.
- **Punctuality:** To maintain the integrity of the intervention, sessions will end at the scheduled time. Late arrivals by the client may result in a reduced session duration.
- **Environment:** For outreach sessions, a suitable and safe learning environment must be provided.

## 3. FINANCIAL TERMS

- **Advance Commitment:** To secure placement and resources, all session payments are required in advance.
- **Confirmation:** Service delivery is contingent upon confirmed payment; sessions will not commence until funds are cleared.

## 4. CANCELLATIONS AND RESCHEDULING

- **Notice Period:** We require a minimum of **24 hours' notice** for any cancellations or requests to reschedule.
- **Late Cancellations:** Cancellations made with less than 24 hours' notice, or "no-shows," will be charged at the full session rate to cover practitioner time and preparation.

## 5. PROFESSIONAL BOUNDARIES & COMMUNICATION

- **Defined Channels:** All professional communication regarding scheduling, progress, or billing must be conducted through our defined business channels (Email/Phone).
- **Availability:** To maintain clinical effectiveness, we do not offer out-of-hours support or crisis management unless specifically agreed upon in a bespoke support package.

## 6. SERVICE TERMINATION

AL Neurodevelopment reserves the right to terminate services immediately under the following circumstances:

- **Safety & Wellbeing:** If the safety of the practitioner or the learner is compromised.



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- **Breach of Terms:** If there is a persistent failure to adhere to the payment, attendance, or communication terms outlined above.
- **Clinical Suitability:** If it is professionally determined that the client's current needs exceed the scope of our service or require a different level of clinical intervention.