

## Terms of Service for IEP Coaching with Tonya Wollum and Water Prairie

Welcome! I'm so glad you've chosen to partner with me to navigate your child's education journey. These Terms of Service are designed to ensure our coaching relationship is clear, positive, and productive for everyone.

### 1. The Agreement and Services

By paying the invoice for your purchased time block, you acknowledge that you have read, understood, and agreed to these Terms of Service. This agreement begins immediately upon receipt of payment.

Your coaching block includes a range of services:

- **A review of your child's IEP** with a summary of the key findings.
- **All communications and conferences with me**, whether by email, phone calls, or video chats.
- **Guidance and strategy** to empower you in the IEP and 504 processes.
- **Writing assistance** to help you draft clear, effective letters and emails to your child's school staff. **Please note that the final approval and responsibility for all communications rest solely with you.**

### 2. Time Block and Payment

Your purchased time block is a package of hours that you can use over a 12-month period. All communications and services will be deducted from this time.

- **Time Tracking:** Phone calls and video chats are billed in real-time. For emails and text messages, a set amount of time will be deducted. All time usage will be clearly itemized on your invoices.
- **Expiration:** Any unused time from your block will expire 12 months after the date of purchase.

### 3. Services Not Included

Your purchased time block does not include attendance at an IEP meeting. If you would like me to attend a meeting with you, either in person or remotely, this can be negotiated as a separate service with a separate agreement.

### 4. Confidentiality

All information you share with me is completely confidential. I will not share any of your personal details or information about your child without your express written permission.

## **5. Termination of Services**

This is a voluntary partnership. You are free to terminate our coaching agreement at any time by providing written notice. I also reserve the right to terminate our agreement at any time with written notice.

## **6. Disclaimer of Legal Advice**

Please be aware that I am a coach, not an attorney. I do not provide legal advice, nor am I a substitute for legal counsel. All information and guidance I provide is for educational and informational purposes only. **You are solely responsible for all decisions you make and for the outcome of any actions you take on behalf of your child.**

Thank you for the opportunity to support you. I look forward to working with you to create a clear path to success for your child.