



## TRAINING AND FEE GUIDELINES

Please read the following carefully. If you decide to enter into neurofeedback training with one of us, these are the policies which will guide our working relationship. It is important that you understand and feel able to work within these guidelines for us to work together satisfactorily.

**1. Fees are due at time of service.** Fees are paid at the beginning of the block session period. We do not work with insurance or submit to third parties. There may be special discounts available for families with multiple participants. These payments are not refundable, but may be transferred by mutual agreement. Please note however, it is always our decision whether to accept a particular individual for training or not.

**2. Double session length is approx 60 minutes.** It is not a problem if you arrive late, but the session will need to finish at its appointed time.

**3. We have a 24-hour cancellation policy.** If you cancel less than 24 hours before the start of your session, we ask you to be financially responsible for the session. This means you need to call before 24 hours before the start of the session, not the “night before” and it means the reason is not a consideration. This policy’s sole and crucial purpose is to ensure our relationship remains clear and equitable throughout your training. While we can—and do— feel personally sympathetic to issues that can arise, please consider your booking like a concert ticket. Feel free to use it or not, as supports your best interests at the time.

**5. Our fees are in \$AUD.** We provide consultation and training to clients from around the world, and our currency is \$AUD. Payments are made during the booking process via a secure online credit card transaction. A deposit of 25% of the full fee is required at the time of booking to secure your spot.

**6. Fees for sessions are AU\$350 for initial evaluation and AU\$230 thereafter per double session. (Approx. HK\$2000 per Initial, HK\$1500 per double session).** If there is more than one person per family, we offer a discount of AU\$30 per double session. A full 10 day block is therefore AU\$2300 or approx. HK\$15000.

Please sign below that you have read, understood and are able and willing to work within these guidelines.

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Your Signature

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Today’s Date

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Your Printed Name