



Terms of Use Policy

Thank you for considering It Takes A Village Special Needs Parent Coaching LLC. Our mission is to provide personalized coaching services to parents of children with special needs. Our Terms of Use policy is designed to protect both our coaches and clients and to ensure a positive coaching experience for all. The following Terms of Use ("Terms") describe your rights and responsibilities when using our services.

1. Acceptance of Terms

By accessing or using our services, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use our services.

2. Description of Services

Our coaching services are designed to provide guidance, support, and resources to parents of children with special needs. Our coaches will work with clients on an individualized basis to address their unique needs and challenges. Coaching sessions may take place in person, over the phone or online.

3. Use of Services

You must be 18 years of age or older to use our services. You agree to use our services only for lawful purposes and in accordance with these Terms.

4. Confidentiality

We take client confidentiality seriously and adhere to all state and federal privacy laws. All information shared during coaching sessions will be kept confidential, except as required by law.

5. Coaching Programs

It Takes a Village Special Needs Parent Coaching LLC offers two distinct coaching programs:

The P.E.A.C.E. Program for Mitigating Caregiver Burnout is for parents who need assistance with managing the day to day mental, physical, spiritual and emotional stress of raising a child with special needs. This is a three month program and the cost is \$1,497.00. Payment can be made in full at the time of purchase or monthly installments of \$499 can be arranged. The first monthly installment will be due upon purchase and the remaining installments will be due on the first day of each subsequent month.

The Special Education Advocacy and I.E.P. Support program is for parents who need assistance navigating the complex Special Education system. Advocacy services require a \$600 retainer due at the time of purchase, as well as a fee of \$100 per hour for additional hours incurred.

6. Payment

Payment for coaching services is due at the time of service. We accept payment by credit card or Venmo. If payment is not received within 30 days, a late fee of 5% of the outstanding balance will be assessed.

7. Cancellation and Rescheduling

We understand that sometimes schedules change. If you need to cancel or reschedule a coaching session, please provide at least 24 hours notice. If you do not provide notice, or cancel/reschedule within 24 hours of the scheduled session, you will be charged for the full session.

8. Code of Conduct

We expect all clients to conduct themselves in a professional and respectful manner during coaching sessions. We reserve the right to terminate coaching services if a client engages in behavior that is disrespectful or abusive.

9. Disclaimer of Warranties

The Site and all related services are provided on an “as is” and “as available” basis, without warranty of any kind, either express or implied, including, but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement.

10. Privacy Policy

Our Privacy Policy outlines how we collect, use, and disclose your personal information. By using our services, you agree to our Privacy Policy.

11. Intellectual Property

All content, including, but not limited to text graphics, logos, images, and software, used in connection with our services is the property of It Takes A Village Special Needs Parent Coaching LLC or its licensors and is protected by copyright and other intellectual property laws. You may not use or reproduce any content without our express written permission.

12. Limitation of Liability

We make no guarantees or warranties about the results of our coaching services. Coaching is not therapy, and we are not licensed therapists. Our coaching services are meant to provide guidance and support to parents of children with special needs. We are not responsible for any decisions or actions taken by clients as a result of coaching services. Moreover, in no event shall It Takes A Village Special Needs Parent Coaching LLC or its affiliates, directors, officers, employees, agents, or licensors be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with your use of our services.

13. Indemnification

You agree to indemnify and hold It Takes A Village Special Needs Parent Coaching LLC and its affiliates, directors, officers, employees, agents, and licensors harmless from any claim, demand or damage including reasonable attorneys' fees, arising out of or in connection with your use of our services.

14. Termination

We reserve the right to terminate your use of our services at any time and for any reason, without notice.

15. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of North Carolina, without regard to its conflicts of law provisions.

16. Modification of Terms

We reserve the right to modify this Terms of Use policy at any time. Any modifications will be posted on our website, and your continued use of our coaching services after the posting of such modifications constitutes your acceptance of the modified terms.

If you have any questions or concerns about our Terms of Use policy, please contact us at ittakesavillagecoaching@proton.me.