



- Terms of Service - 1:1 programmes

These Terms of Service are to help us all be clear on the ways we will support you, what we will do for you, and what we will ask for from you to ensure that you are able to get the best out of your services.

Here you will also find our Cancellation Policies, and our Privacy Policy - describing how we use and store your personal data.

It is very important that you read this document thoroughly. Having received this document and then signing up for us to work together counts as an agreement on the part of both parties to abide by the conditions of this document.

How we will work together:

We agree to always be on time for any services that you book. If for some reason we are delayed in starting your service, we will make every reasonable effort to let you know and to make up the additional time at the end of the service.

You agree to also be ready to start your services punctually, so that you are able to get the most benefit from our time together.

For 1:1 online services, our preferred video call platform is Google Meets, and for group sessions our preferred platform is Zoom. Prior to your appointment you will receive a link to join the video call. Please video-call us at the scheduled time. If the internet is not working well, your consultant will provide you with a landline or mobile phone number for you to call instead.

Sharing what you learn:

You are absolutely welcome to record/video all of our work together (in fact, we really recommend that you do!). You can use these recordings to share with anyone involved in your child's life. Please be aware that the work that we do with you is specifically tailored to your situation. Of course you are welcome to share information from our sessions with anyone you want, but do consider that specific strategies may be helpful to you but not someone in a different situation.

Expenses associated with Jack traveling to you (UK families):

If you have purchased either the **Maximum Results programme** or an **In-Home Training session** then Jack will be travelling to you to work with you and your child! How exciting!

There are two expenses associated with Jack travelling to you for your in-home training:

Travel expenses:

You agree to cover all travel costs for Jack to come to you (and travel to the accommodation he will be staying in) . He will be travelling from Bristol, UK.

You also agree to pay travel time charged at the rate of £15.00 / hour where travel time exceeds 1 hour.

If Jack is working with several families in the same area, we will split the travel costs equally between all of you.

Accommodation/living expenses:

You agree to cover the costs of accommodation from the night prior to your in-home training to the final day (and an additional night after the training ends if you have signed up for the **Maximum Results** programme). We will arrange accommodation, but will confirm with you that you are happy with the costs before we book anything.

You also agree to cover living expenses of £35.00 / day (or £30.00 / day if breakfast is included in the cost of the accommodation) for the duration of the training.

We will cover the costs of any materials purchased for your in-home training.

After completion of your in-home training, we will send you a separate invoice for the expenses.

Expenses associated with Kim traveling to you (US families):

If you have purchased either the **Maximum Results programme** or an **In-Home Training session** then Kim will be travelling to you to work with you and your child! How exciting!

There are two expenses associated with Kim travelling to you for your in-home training:

Travel expenses:

You agree to cover all travel costs for Kim to come to you (and travel to the accommodation she will be staying in) . She will be travelling from Hudson, NY.

You also agree to pay travel time charged at the rate of £15.00 / hour where travel time exceeds 1 hour.

If Kim is working with several families in the same area, we will split the travel costs equally between all of you.

Accommodation/living expenses:

You agree to cover the costs of accommodation from the night prior to your in-home training to the final day (and an additional night after the training ends if you have signed up for the **Maximum Results** programme). We will arrange accommodation, but will confirm with you that you are happy with the costs before we book anything.

You also agree to cover living expenses of £35.00 / day (or £30.00 / day if breakfast is included in the cost of the accommodation) for the duration of the training.

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We will cover the costs of any materials purchased for your in-home training.

After completion of your in-home training, we will send you a separate invoice for the expenses.

Expenses associated with Jack travelling to you (non-UK families):

As the costs associated with international travel are often higher than traveling within the UK, we have some different policies regarding international travel expenses.

Travel expenses:

You agree to cover the cost of Jack traveling from Bristol, UK to the accommodation you have arranged for him, and from that accommodation to your home.

We will arrange Jack's flights for you and will invoice you separately for this once the flights are booked. We ask that you pay the costs of travel up front. Costs of flight are non-refundable unless we are able to arrange a refund from the flight company.

If Jack is working with more than one family in your country, then the total cost of travel to and within your country will be divided equally between you all.

Accommodation expenses:

You agree to cover the costs of accommodation for the duration of your in-home training (from the night prior to the training including the night after the training finishes).

Please note that - in order to be able to provide you with the very best service that we can - if your country is in a different time zone from where Jack is traveling from then he will require the following extra days accommodation prior to your outreach to allow him to get over jet-lag:

- 2 hours' difference: 1 extra day prior to the outreach
- 3 hours' difference: 2 extra days prior to the outreach
- 4 - 5 hours' difference: 3 extra days prior to the outreach
- 5 - 7 hours' difference: 4 extra days prior to the outreach
- 8+ hours' difference: 5 extra days prior to the outreach

We will arrange accommodation, but will confirm with you that the costs are OK before we book anything.

You also agree to cover living expenses of £35.00 / day (or £30.00 / day if breakfast is included in the accommodation).

Lunch during your in-home training:

We ask that you provide lunch during your in-home training.

Cancellation Policy:

If you sign up for the **Maximum Results** or the **Nourishing Support** programmes, we will send you a personalised contract including these cancellation policies and confirming the specifics of how your package and payment options will work.

For all services provided, any payments that you have made for services you have already received are non-refundable and non-transferable, including your deposit.

If you decide to cancel your programme at any point (and are paying on an instalment plan), you will be charged one final instalment and then all your subsequent payments will be cancelled.

If you stop responding to our emails, or stop appearing for your Online sessions with your consultant (and are paying on an instalment plan) without notice for more than one month, we will assume that you have decided to terminate your programme and will charge a Going Missing-in-Action fee of one final instalment and then cancel the rest of your payments.

If you have signed up for a one-off session or other out of contract service, these sessions/services are non-refundable and non-transferable and must be used within 6 months of purchase.

For clients participating in the **Maximum Results programme**, you will receive a concierge service for scheduling your Online sessions - we will work with you to find the most effective times for us to talk.

For clients participating in the **Nourishing Support programmes** you are in charge of booking in your Online sessions. Once you have signed up to your programme we will provide you with a link to our Bookings Calendar and you will schedule them yourselves. You can choose how far apart you want to schedule your sessions. If you do not use all of your allotted sessions by the end of your programme then they will be forfeited without refund.

Once you have booked your Online sessions, you can reschedule up to 7 days before the session (please be aware, however, that due to the busy-ness of our calendar, another session may not be available for a few months! We will always do our best to find you the soonest possible replacement). You may reschedule your session yourself using the online Bookings Calendar or by emailing us at support@autismoptimisminternational.com. Less than 7 days notice will mean that your session will be cancelled and will count as one of your allotted sessions within your program. (Please note we have office hours from 10 - 5, Monday - Friday).

These programmes are for clients who are excited to show up and take the initiative in booking their sessions, therefore scheduling your consultations is your responsibility. If we notice that you are not booking many consultations, we will send you a reminder email a maximum of two times. We are unable to offer any refunds or rollovers of any sessions not taken within the programme period.

If you have signed up for the **Maximum Results programme**, then we will work with you to try and find the best dates for your in-home training. Once the in-home training is scheduled, it cannot be rescheduled (as Jack's calendar gets full very quickly and therefore has little flexibility).

As the Service Providers, our consultants can choose to cancel your programme if at any point we feel it is no longer advantageous for us to continue working together. If we do this, we will not charge you any further payments and will refund you pro rata any amount you have already paid for future services.

Please note: due to the increased demand for our services, we have limited flexibility in the times that we are able to offer Online sessions. We really encourage you to think of these sessions as you would any appointment with a specialist service provider - you may need to rearrange other commitments in order to be able to make the available session. Similarly, we cannot easily reschedule a session once it is confirmed, so we recommend that you put it in your diary immediately and make sure you have child-care sorted so you can get the most out of your time.

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Each session cannot be rescheduled more than once, and (except for in exceptional circumstances) only 2 sessions can be rescheduled per support programme.

Please read on for our Privacy Policy!
Privacy Policy

Our Privacy Policies are in compliance with EU data protection law.

What type of personal information do I collect?

In order to be able to send you individualised, relevant information about the services provided by Autism Optimism International Ltd, we keep personal records of all people who contact us. These records are:

1. Your email address, home address, contact telephone numbers, and if applicable, your child's name, age and diagnosis. If you are a professional, we will record your profession and place of work.
2. The dates of services that we provide for you, the type of service that we provided for you, and the details of any autism-related training courses you have attended.
3. Notes summarising the content of the services we have provided for you.

How is this information stored?

This information is held in password protected files on our staff computers, which is password protected. For purposes of scheduling our services, this information is shared with between our staff in a password protected format. Any other devices that we use to access this information are also password protected. Information is also backed up on an external hard-drive which is password protected.

When clients contact us via our website (autismoptimisminternational.com) their email address is also stored by our web hosting platform (www.squarespace.com). This information is stored on secure servers behind a firewall.

When clients or interested parties sign up to our mailing list, their information is stored with MailChimp or Squarespace on secure servers.

How do we use this information?

We will only ever use your personal information to contact you regarding supporting you. This will be within the scope and legal basis of Legitimate Interest (i.e. you have expressed an interest in our services, therefore there is implied consent for us to contact you regarding working together). We may contact you in the following ways:

1. Sending you personalised emails, phone calls, text messages to assist you in booking our services or to respond to communication that you have sent us.
2. Group emails to let you know about our services and our availability to work with you.

3. Sending our newsletters or inspiring stories to keep you motivated and excited for your journey with autism.

Do we share this personal information with anyone?

Your information is shared with our staff (in a password protected format) where necessary so that they can assist you in working together with us. Where we feel it will be beneficial to seek advice from other professionals, we will always gain your explicit consent before sharing information about your family with another professional (which will always be for the intended benefit of you and your family).

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Our Website

Does our website use cookies?

Like many websites, our website uses cookies (small pieces of data, stored in a user's browser, usually used to keep track of their movements and actions on a site) to help make the site work best for you.

You can view the cookies that are used on our website here:

<https://support.squarespace.com/hc/en-us/articles/360001264507>

The information collected and stored by these cookies is not personally identifiable to you.

Our website collects personal data to power our site analytics, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

This information may also include details about your use of this website, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

How do we collect personal data on the website?

Website Visitors

This website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

Information about your browser, network and device
Web pages you visited prior to coming to this website
Web pages you view while on this website
Your IP address

Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyzes the data in a de-personalized form.

Checkout

When you buy something on this website, we collect personal information from you to fulfil the order. We may collect information like your:

- Billing and shipping address
- Details relating to your purchase (for example, your shirt size)
- Email address
- Name
- Phone number

We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.

As you go through checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.

Member Areas

When you subscribe and purchase a membership on this website, we collect personal information from you to enable your member areas access. We may collect information like your:

- Billing and shipping address
- Details relating to your subscription
- Email address

- Name
- Phone number

We share this information with Squarespace, our website hosting provider, so that they can provide exclusive member area hosting services to us.

As you go through checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.

Scheduling

When you schedule an appointment by booking on this website, we collect personal information from you to complete the booking. We may collect information like your:

Name
Email address
Phone number
Details relating to your appointment (for example, who referred you)
Files you uploaded

We share this information with Squarespace, our scheduling service provider, so that they can provide online booking services to us.

Emails

We may email you with messages about your order or account activity. For example, we may email you to tell you that:

- You've created a customer account
- Your customer account password has been reset or updated
- You've made a purchase
- Your order has shipped

It's not possible to unsubscribe from these messages.

We share your contact information with Squarespace, our website hosting provider, so they can send these emails to you on our behalf.

Marketing Emails

If you subscribe to our newsletter and emails, we may send you marketing emails, which you can unsubscribe from by clicking the link at the bottom of the email. We share your contact information with Squarespace, our email marketing provider, so they can send these emails on our behalf.

Your consent:

Reading this Privacy Policy and/or contacting me via my website gives implied consent via legitimate interest to the storage and use of your data as listed above.

If you decide to remove your consent to any part of how we use or store your personal data, please contact us directly at support@autismoptimisminternational.com and we will destroy all your information across all our platforms.

If you have any questions about the policies listed above, please contact us at support@autismoptimisminternational.com