



Complimentary Consultation Policy

Eligibility

The 30-minute complimentary consultation is available exclusively to **first-time clients**. All clients must be **over 18 years old**, or have the **informed consent of a parent or caregiver**. Complimentary sessions are **limited to one per person** and cannot be exchanged for monetary value, gifted, or transferred.

All single-session services must be paid for in advance of scheduling.

Purpose of the Consultation

This session is designed to explore your coaching needs and assess whether there is a good fit between client and coach. Both parties reserve the right to decide whether to proceed with a coaching relationship.

The ADHD Teacher reserves the right to decline service at their discretion.

Cancellation & Rescheduling (Single-Session Services)

Clients may reschedule a session **up to 24 hours in advance**. Up to **two reschedules** are permitted without penalty. After this, the appointment will be considered **void**. If your complimentary session is voided, a new session can be booked at the standard rate.

If your session is scheduled **less than 24 hours in advance**, it **cannot be rescheduled**.

No-Show Policy

If you arrive **more than 10 minutes late**, your session will be considered a **no-show** and voided. If your complimentary session is voided due to lateness, you may still book another session, but it will be **subject to the standard fee**.

Next Steps

Completion of the complimentary consultation is **required** before booking any strategy or planning sessions. If the complimentary session is missed or voided, it **cannot be rebooked for free**, but you are welcome to proceed with a **paid session at the standard rate of £50**.