



elastic mind

42 Heintzman St. Toronto, Canada M6P 2J6 416-9034603 tara@elasticmind.ca

Welcome!

Here is some helpful information about our collaboration together.

| Consulting Sessions |

Most sessions are approx. one hour in length. If needed, a session can be up to a maximum of two hours in length.

During our session, we will determine your specific needs and I will provide you with support and help in these areas. In general, I am here to help you with the design and development of your brand, your market, and your online presence. The “Web of Help” graphic at the end of this document has more information on the support I can provide to you.

If applicable, at the end of our session you will be given homework intended to move you closer to your goal.

I will call you at our specified session time. If you are late for a call, we'll start when you get there and will finish at our regularly scheduled time.

| Email Feedback |

During our work together, you may find it helpful to receive my focused and written feedback, guidance, and direction on your communication and how it's developing. This feedback will be provided to you via email. I am also available by email to answer any general questions you may have. You can reach me at tara@elasticmind.ca.

I will do my best to answer your questions within 48 hours (weekend and holiday dependent), if not sooner. For focused email feedback on your specific communication, we will discuss the specific timelines for delivery.

| Booking Sessions |

Sessions can be booked online at elasticmind.youcanbook.me, by writing me at tara@elasticmind.ca, or in person after our session. Please note that a session must be booked with 48 hrs notice.

| Pricing |

I employ a pricing method called “Pay What It’s Worth”. **I have no set rates**, instead you determine the price you pay based upon the value you receive from my time and support.

Not sure how to value my time and contribution? Consider how you value your own time and contributions, and use that as a guideline for your decision. Similarly, consider how you value the time and contributions of other professionals, such as a therapist, coach, lawyer, and photographer.

Before our first exchange, I require:

1. **A Deposit**, the payment amount is to be determined by you, and is *to be paid before our 1st consulting session*. The payment is for the time we will spend together in our first session. For instance, if we will be meeting for 1 hour, your pre-payment will be for 1 hour.

Our subsequent exchanges are purchased and paid for:

2. **Monthly**, the payment amount determined by you, for my time and service in the month. With this option, you’re invoiced at the end of each month for the time I provided you in that month.

And/Or as a:

3. **Pre-Paid Block**, the amount of time and the payment amount are determined by you. With this option, we estimate the amount of time needed to reach your goal and you pre-purchase this time all at once or in increments.

| Making Payments |

You receive an invoice via email for all payments due. The invoice will outline the work and the time being purchased. No prices will be associated. It is up to you to determine the value.

Your **deposit payment** is to be **paid before** our first session and within 48 hours of booking your first session.

Your **monthly payment/pre-paid block payment** is to be **paid on or before** the day the invoice is due. You will have 7 days from issuance to make your payment.

All payments are made by PayPal. Your invoice will direct you online where you can do so. Using PayPal, you can pay using your credit card, or by cash, debit or credit card via your PayPal account. Any transaction fees will be incurred by Elastic Mind.

Once your payment has been processed, you will receive a **receipt** documenting the amount paid for the work provided.

| Session Reschedules/Cancellations |

If you need to reschedule your session, please send me an email or leave me a voicemail message as soon as you can. If possible, we will reschedule our session during that week. If we cannot find a time that accommodates both of our schedules, we'll simply meet at the next convenient time.

In the case that I need to reschedule a session I will extend the same courtesy to you.

| Connecting |

Email: **tara@elasticmind.ca**

Phone: **1.416.903.4603**

Skype: **elasticmnd**

WEB OF HELP

