



TRAINING AND FEE GUIDELINES AND DISCLOSURE

Please read the following carefully. If you decide to receive NeurOptimal® training with us, these policies will guide our work together.

1. **Fees are due at time of service.** Fees are paid at each session or in advance. We do not work with insurance or submit to third parties.
2. **Session length is about 50 minutes,** so you will typically be in and out within the hour. It is not a problem if you arrive late, but the session will need to finish at its appointed time. We will work with you to provide the maximum training we can in the time we have.
3. **We have a 24-hour cancellation policy.** If you cancel less than 24 hours before the start of your session, you are financially responsible for the session. This means you need to call before 24 hours prior to the start of the session (not the “night before”) to not incur charges, and it means the reason for your cancellation is not a consideration. 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.
4. **We do not provide emergency coverage** and may not be available for blocks of time, such as weekends or holidays. You are welcome to call us between 10 am and 7 pm weekdays or email at any time, and we will get back to you as soon as we are able.
5. **Fees** for sessions are as follows: \$115 for a single or double session (parent-child or couples training together during the same appointment time slot). We accept all major credit cards, checks, and cash as payment for appointments.

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

Your Signature _____ Today's Date _____

Your Printed Name _____



Consent to Train With NeuroOptimal®

I _____ understand that NeuroOptimal® is not a medical treatment, device or methodology. It is not used to diagnose medical disorders nor is it used as a medical treatment for disorders and has not been approved for any medical purpose by the FDA, Health Canada or any other governing agency. While Zengar trainers may or may not be licensed health care practitioners, their use of NeuroOptimal® is solely as a tool for brain training and optimization and not as a means of diagnosis or as a medical intervention.

I am satisfied with the information I have been provided (verbal, written or otherwise) by my trainer on the effects I can expect during my NeuroOptimal® training and my questions have been answered to my satisfaction. I understand that it is not possible to predict what my central nervous system will do with the information it is offered and consequently there can be no guarantee as to the results of my training.

I agree to cease training if I am less than happy with the results I am getting. I understand NeuroOptimal® is purely a source of information and does not direct the response of the central nervous system. Consequently I agree to not hold Zengar Institute Inc, Serenity Neurofeedback LLC, or any of its users and trainers responsible for a less than desired outcome or any outcome that may be considered negative.

Your Signature _____ Today's Date _____

Your Printed Name _____

Phone: _____

Email: _____

Are you interested in receiving occasional promotional emails from us?

YES / NO