

Payment Terms and Conditions Policy

The Children's Advocate LLC

Effective Date: December 2023

1. Non-Refundable Services

All services provided by The Children's Advocate LLC are nonrefundable. Upon the request for services, payment is required in full. However, if there are changes or cancellations, a credit may be issued under the conditions outlined below.

2. Service Start and Payment Obligation

Services are considered to begin at the time of the formal request for services and not after the invoice is paid. The start of services includes pre-service arrangements and post-service follow-up tasks necessary to fulfill the requested services.

3. Transferable Credit for Changes

In the event that you need to modify or cancel your scheduled services, a transferable credit will be issued, provided that you notify The Children's Advocate LLC at least 48 hours prior to the scheduled service date. This credit may be applied toward future services but is nonredeemable for refund.

4. Scope of Payment

The payment covers all tasks associated with your requested service, including but not limited to:

- Pre-service arrangements (such as scheduling, communication, and coordination)
- Post-service tasks (such as reporting, documentation, and follow-up communications)

Any additional services requested beyond the scope of the original service request may require separate payment.

5. Failure to Provide 48-Hour Notice

If notice of changes or cancellations is not received at least 48 hours prior to the scheduled service, the full payment for the original service will be retained, and no credit will be issued.

6. Payment Method and Timing

Payment must be made upon receipt of the invoice. Failure to make timely payment may result in delays or cancellation of services. No refunds or credits will be provided for incomplete services due to non-payment, delay in payment, and/or breach of contract.

7. Modifications to Policy

The Children's Advocate LLC reserves the right to modify these terms and conditions at any time, with notice provided to clients before any such changes take effect.

By requesting services from The Children's Advocate LLC, you agree to abide by these terms and conditions. If you have any questions regarding this policy, please contact us at

info@thechildrensadvocate.com
