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Terms & Conditions

Neuro Tide Ltd. Company number 15249289

Registered address: 1 Whittle Farm Cottages, Thropton,
Northumberland, NE65 7JN, Great Britain

Email: mark@neurotide.co.uk. Telephone: 07502 464481

Managing Director: Mark Charlesworth

VAT Number: Applied 7th November 2023

When do these terms and conditions apply

Neuro Tide Ltd reserve the right to update these terms and conditions without notice, and all parties agree without issue to the updated terms.

Any changes that occur after we have entered a contract will be agreed in writing by all parties. Writing includes email.

These terms and conditions are applicable to all services whether paid, paid in part, free, fully funded and all other fee and payment status.



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What and to who do these terms and conditions apply

These terms and conditions apply to all services and engagements, whether billed or not, including but not limited to talks and masterclasses, audits, benchmarking, coaching and workplace assessments, line manager support, and consultations. These terms apply in full whether you are an individual or an organisation.

These terms have been updated from the previous version and override and apply in full without limitation. Neuro Tide reserve the right to update at anytime and without notice.

Where we are currently in a contract, which is for a piece of work and not lifetime, any changes will be notified. Where this is a change to fees and or payment terms, these are for new contracts, not those currently entered into.

Travel and accommodation fees are billed at cost and the client agrees that all contracts and engagements are subject to said fees. These will always be pre agreed. The principle of additional travel and accommodation required as part of the contract is



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agreed within all contracts and engagements, and the client will be asked to agree these costs before they arise and are paid for.

Deposit and payment schedule is subject to an individual agreement, but the client otherwise agrees without limit to pay a deposit where travel and accommodation is necessary as part of the contract. This payment is due as cleared funds into the account as per the invoice, prior to accommodation and travel being booked. If the client fails to pay an agreed deposit or other invoice type then not service can be guaranteed to be provided where travel and accommodation is part of the contract. The client accepts full responsibility and therefore does not hold Neuro Tide responsible in part or full for absence of service provision, and for associated costs, whether outlaid by the client or other party. The client accepts full liability for all costs.

See section 24 for payment terms per service.



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When is a contract entered into

A negotiation and amendments are not themselves a contract, including meetings to arrange a contract. A contract is only entered into with Neuro Tide when a date has been agreed in writing which can include email, to a date for Neuro Tide to provide a particular service on or commencing a particular date.

Additionally, part or full payment is also evidence of a contract, including provision of a purchase order number.

Neuro Tide are under no legal obligation to provide any service unless an agreement for service has been reached, in writing which may include email. This may include an initial agreed date for the service to be delivered or commence, or part or full payment, or both.



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Objective and subjective opinion, guidance and practical expertise is part of the contract and agreement between the client and Neuro Tide for all engaged and agreed and contracted services. The client accepts that Neuro Tide Ltd will objectively apply their professional expertise and knowledge for the service engaged, but the client accepts that subjective is sometimes the only available answer, but will be based on Neuro Tide's knowledge and expertise. Objective will always be the aim. Each piece of guidance, observation and score is based upon Neuro Tide's team and their own neurodivergent conditions and with a high level of knowledge and expertise of the neurodiverse conditions and how they affect different people, across their full spectrum.

The talk or masterclass offered is subject to there being an agreement and will be on an agreed fixed date and for a performance length as per our written agreement or digital message exchange. Neuro Tide reserves the right to alter as the session needs any part of the delivery without limitation, including timings, topics and delivery medium as the session requires. A change of date is not a cancellation of a contract.



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The advice and consultation session offered is subject to an agreement which may be by email or otherwise in writing, and will be on an ongoing basis subject to the signed agreement and initial and amended mutually agreed proposals. For best delivery the consultations will take place in person, but may also include online too for example a Zoom, Teams or other software call. All advice and guidance given as part of the advice session including follow up conversations and documents is the professional opinion of Neuro Tide and due diligence will be given by Neuro Tide but all parties agree that this is true and correct advice or guidance subject to legal counsel.



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The ADHD and or Autism Spectrum Condition coaching is on an ongoing basis at a frequency and intensity tailored to your needs. You agree to an unlimited number of sessions for the lifetime of need, however, only those in the diary become chargeable. For best delivery these will take place in person, but also includes online too. The coaching sessions are conversations rather than the traditional coaching methods, which you agree to. Where more than ten coaching sessions are booked and used, the 11th session is subject to the new coaching fee, where in that time there has been a fee increase. The fee can be increased at anytime after 183 days, where day one is the first coaching session that takes place in part or full.



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The neuro inclusion audit offered is subject to an proposal and agreement and is an agreement to a site visit, access to digital areas and other interactions that are required as necessary by the auditor, within the pre agreed scope. You agree that multiple visits may be required, and that only interactions observed on that day at that time can be reported on. Where one site is audited, this does not include a second site unless requested and performed. The client accepts that whilst the time taken to perform the audit and associated administration is estimated, it is not fully guaranteed and Neuro Tide reserve the right to invoice for additional time up to an appropriate agreed maximum, not exceeding 4 weeks.



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The neurodiversity and neuro inclusion benchmarking is

subject to an proposal and agreement and is an agreement to a site visit, access to digital areas and other interactions that are required as necessary by the auditor performing the benchmarking, within the pre agreed scope. You agree that multiple visits may be required, and that only interactions observed on that day at that time can be reported on. Where one site is benchmarked, this does not include a second site unless requested and performed. **The fully funded**

benchmarking for two weeks is ten working days which may or may not be consecutive in part or full. For example, it may take 3 weeks for a client to submit a document or answer a question, and between Neuro Tide's request and the client's submission then the clock stops unless other work is being performed in that time. The client agrees in full that the first ten days are full funded for Neuro Tide's administration, time and expertise only and excludes travel and accommodation costs. The client agrees that at cost travel at travel fees are additional to the benchmarking fee, whether that be the first fully funded two weeks, or additional chargeable time.

The client accepts that whilst the time taken to perform the benchmarking and associated administration is estimated, it is not fully guaranteed and Neuro Tide reserve the right to invoice for additional time up to an appropriate agreed maximum, not exceeding 2 weeks.



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The ADHD and or Autism Spectrum Condition workplace assessment is offered subject to an agreement and is an agreement to a site visit and access to all areas, including digital files etc, where the colleague interacts with the organisation, and has access to, whether used or not. The client agrees for Neuro Tide to make one or multiple site visits, all pre agreed, and to the appropriate travel and accommodation fees if required. These will be billed at cost and are due.

Line manager neuro inclusion support is subject to an agreement which may be by email or otherwise in writing, and will be on an ongoing basis subject to the signed agreement and initial and amended mutually agreed proposals. For best delivery the support sessions will take place in person, but may also include online too for example a Zoom, Teams or other software call. All advice and guidance given as part of the support session including follow up conversations and documents is the professional opinion of Neuro Tide and due diligence will be given by Neuro Tide but all parties agree that this is true and correct advice or guidance subject to legal counsel.



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Obligation to perform.

There is no contractual agreement for Neuro Tide to perform or deliver any service, including preparation work, until the agreement is signed and returned to Neuro Tide, including by digital agreement including email, but all parties agree at all stages to the terms & conditions, privacy policy, privacy statement and legal disclaimer found at www.neurotide.co.uk all of which can be updated anytime and without notice.

Confirmation of your agreement to these terms, or any amendments to our negotiations are found in our agreement and subsequent correspondence including email.



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1. These Terms and Conditions apply to the provision of the services detailed in the quotation and/or agreement (Services) by Neuro Tide (we or us) to the person buying the services (you).
2. You are deemed to have accepted these Terms and Conditions when you email or post (with evidence of delivery), the signed agreement or from the date of any performance of the Services (whichever happens earlier) and in absence of signed agreement these Terms and Conditions and our quotation are the entire agreement between us.
3. You, the organisation agreeing to the terms and conditions, acknowledge that you have not relied on any statement, promise or representation made or given by or on Neuro Tide's behalf. These Terms & Conditions apply to the Contract to the exclusion of any other terms that you try to impose or incorporate, or which are implied by trade, custom, practice or course of dealing. Specifically payment terms that are superior are those found in this document, not what "your normal payment terms are". Neuro Tide explicitly does not agree to any payment terms of his invoices that exceeds those terms contained herein. A



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payment over the agreed payment terms detailed on the invoice may be considered a contract breach, & a penalty applied or business withdrawn.

4. A "business day" means any day other than a Saturday, Sunday or bank holiday in England and Wales, and starts at 9 am and ends at 5 pm (unless it is agreed in advance that a Service will be provided outside these hours).
- 4a. "14 Days" and also "28 Days" are consecutive and include Saturday and Sunday.
5. The headings in these Terms and Conditions are for convenience only and do not affect their interpretation.
6. Words imparting the singular number shall include the plural and vice versa.



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Services

7. Neuro Tide warrants that they will use reasonable care and skill in the performance of the agreed Services which will comply with the quotation and agreement between us, including any specification in all material respects. Neuro Tide can make any changes to the Services which are necessary to comply with any applicable law or safety requirement, and will notify you if this is necessary.

Due to the nature of all services, whilst all agreed items will be attempted to be served to the audience, the interaction with the audience may shift the topic slightly and time will not allow for all to be covered, and so some items may be missed. Neuro Tide accepts no liability for any item missing on this basis and you agree to this without limit. Each session has a question and answer session at the end and the audience have opportunity to question any missing items, and Neuro Tide will try and serve what is missing. Please email Neuro Tide with any questions.



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8. Neuro Tide will use reasonable endeavours to complete the performance of the agreed Service within the time agreed or as set out in the quotation and agreement. Time and expertise are an essence of the contract with limits, meaning that Neuro Tide will perform a service on a particular date at a particular time as agreed within the agreement. Knowledge and experience of ADHD, Autism Spectrum, Dyslexia, Dyscalculia, Dysgraphia, Dyspraxia, Neuro inclusion, neurodiversity and also Epilepsy are also an essence of this contract. However, Neuro Tide is not obliged to 'perform the obligations by date xx', and is only obliged to perform on an agreed date. Services are agreed in advanced and Neuro Tide will endeavour to arrive and perform on these dates at the agreed times and locations, but will suffer no penalty if a re schedule or cancellation is required. Where Neuro Tide has outlaid expenses for the contract, and the client changes the date or cancels, the client must pay the outlaid expenses within 28 days.



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9. All of these Terms and Conditions apply to the supply of any goods as well as Services unless Neuro Tide specifies otherwise.

Your Obligations

10. a) The organisation and / or person who makes a booking for Neuro Tide's services must obtain any permissions, consents, licences or otherwise that are needed and must give Neuro Tide, access to any and all relevant information, materials, properties and any other matters which are need to provide the Services.
- b) In relation to Coaching and also Advice Sessions it is the person being Coached or Advised and the organisation for whom the Coaching and Advice is being carried out that is responsible in full for all materials required by the person being Advised or Coached. The obligation includes obtaining the correct materials such as notepads, pens, diaries, electronic devices, software etc and any other



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item, items, good(s), service)(s), room hire, required as necessary at no cost obligation or other liability to Neuro Tide. Neuro Tide will supply equipment and goods required for own use including such things as training materials etc which will be agreed within the quotation and agreement and appropriate plan.

c) To pay all invoices within the agreed dates and to ensure that where travel and accommodation is due, this is paid promptly also as per these or separately agreed terms.

11. If you do not comply with clause 10, Neuro Tide can terminate the Services without explanation and/or refund.

12. Neuro Tide is not liable for any monies, delay or failure to provide the Services if this is caused by your failure to comply with the provisions of this section (Your obligations). Neuro Tide is not liable for any monies for any reason if Neuro Tide cannot perform when agreed for any reason. Monies



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include venue hire, catering costs, and all other associated expenses by the client when organising a service.



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Fees and Deposit

13. The fees (Fees) including any deposit for the Services are set out in the quotation and agreement and are on a time and materials basis. The deposit, if required, to cover transportation and accommodation is essential to the contract to guarantee Neuro Tide's attendance. Where transport and/or accommodation are essential to the attendance, attendance and performance cannot be guaranteed until paid. Paid means cleared funds into Neuro Tide's account giving enough time to book appropriate transport and accommodation. You accept that if a payment is not received in time to pay for the reduced fee tickets e.g. advanced booking concession, then you accept in full without limitation that an invoice will be submitted to ensure the difference is paid by you.



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14. In addition to the Fees, Neuro Tide can recover from you :

a) reasonable incidental expenses including, but not limited to, travelling expenses, hotel costs, subsistence and any associated expenses,

b) the cost of services provided by third parties and required by us for the performance of the Services, and

c) the cost of any materials required for the provision of the Services.

All expenses that are required in order to provide the services must be paid before they are booked, such as rail fare, and are subject to the providers terms and conditions.



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15. You must pay Neuro Tide for any additional services provided by Neuro Tide that are not specified in the quotation in accordance with the then current, applicable hourly / half- day / daily rate in effect at the time of performance or such other rate as may be agreed between us. The provisions of clause 14 also apply to these additional services. All changes and additional services must be agreed in an email or other written format, with proof of delivery.

16. The Fees are inclusive of any applicable VAT and other taxes or levies which are imposed or charged by any competent authority at that time.

17. You must pay a deposit ("Deposit") as detailed in the quotation at the time of accepting the quotation in your signed agreement.



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18. If you do not pay the Deposit to Neuro Tide when and how it is specified in the quotation which you have then agreed, by signing and submitting an agreement), according to the clause above, Neuro Tide can either withhold provision of the Services until the Deposit is received or can terminate under the clause below, (Termination).

19. The Deposit is non refundable unless Neuro Tide or replacement fails to provide the Services and are at fault for such failure (where the failure is not our fault, no refund will be made if it is with the list or spirit of meaning found in clause 41). The deposit is used for transportation and accommodation and is subject to the provider's terms and conditions. E.G, where an advanced rail ticket is booked, LNER do not offer a refund. If you wish to pay for a flexible ticket then although more expensive, a refund is sometimes available. You must state this before you make a payment to Neuro Tide for rail fare and other expenses.



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Cancellation and Amendment

20. Neuro Tide can withdraw, cancel or amend a quotation at anytime if it has not been accepted by you, or if the Services have not started, within a period of 7 days from the date of when a service is due to commence.

21. Either Neuro Tide or you can cancel an order for any reason prior to your acceptance or rejection of quote.

22. If you want to amend any details of the Services you must tell Neuro Tide in writing as soon as possible. Neuro Tide will use reasonable endeavours to make any required changes and additional costs will be included in the Fees and invoiced to you, as included or additional fees.



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23. If, due to circumstances beyond Neuro Tide's control, including those set out in the clause below (Circumstances beyond a party's control), Neuro Tide has to make any change in the Services or how they are provided, Neuro Tide will notify you immediately and will use reasonable endeavours to keep any such changes to a minimum.

Payment

24. All travel and accommodation must be paid for by you the Client before it is booked by Neuro Tide or contractor.
25. You must pay the Fees due within 28 days of the date of invoice or otherwise in accordance with any credit terms agreed between us as per the individual invoice, including quicker payments.



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a) **Coaching Session fees** accrued for sessions and work done in month 1 will be billed at the end of month 1 , and becomes due within 28 days, towards the end of month 2 . This pattern is then repeated throughout the Coaching provision.

b) **Talks and masterclass fees** are due within 28 days of the invoice, but no later than the date of performance, whichever is sooner. Where more than one session date is required, these fees will be collated on one monthly invoice and will be billed on 28 day terms, with day one being the first talk or masterclass session of the month.

c) **Consultations and advice sessions** fees are invoiced on a 28 day invoice, with monthly accruals of service. Day one is the first session date.



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d) **Line manager support** fees are invoiced on a 28 day invoice, with monthly accruals of service. Day one is the first session date. Where agreed, it may be that if a different service is required in a different month, then a separate invoice as per the terms will be issued. E.g. March a masterclass session invoice will be due with 28 days of that date. Where also consultation sessions are offered, these will be billed as per that service. All can be placed on one invoice or separated as appropriate or required.

e) **Workplace assessment fees** are billed on the day the report is submitted to the client & is due within 28 days.

f) **Neurodiversity and neuro inclusion audit fees** are billed on the day the report is submitted to the client & is due within 28 days.



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g) **Neurodiversity status benchmarking fees** are billed on the day the report is submitted to the client & is due within 28 days. The first ten working days are fully funded by Neuro Tide Ltd, with additional time and fees being agreed at the start of the contract.

26. Time for payment is set out in the agreement / invoice / quote alongside the knowledge and performance details.

27. Without limiting any other right or remedy Neuro Tide has for statutory interest, if you do not pay within the period set out above, Neuro Tide will charge you interest at the rate of 10 % per annum above the base lending rate of the Bank of England from time to time on the amount outstanding until payment is received in full.



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28. All payments due under these Terms and Conditions must be made in full without any deduction or withholding except as required by law and neither of us can assert any credit, set off or counterclaim against the other in order to justify withholding payment of any such amount in whole or in part.

29. If you do not pay within the period set out above, Neuro Tide can suspend any further provision of the Services and cancel any future services which have been ordered by, or otherwise arranged with, you.

30. Receipts and statements of account will be issued by Neuro Tide but only at your request.



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31. All payments must be made in British Pounds unless otherwise agreed in writing between us, to the bank details as per your invoice, by card or by cheque. All dates and times quoted are mainland Britain, and are GMT or BST depending upon the time of year. A credit or debit card may be used for payment if the client asks for a payment link.

Sub Contracting and Assignment

32. Neuro Tide can at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of the assigned rights to him under these Terms and Conditions and can subcontract or delegate in any manner any or all of Neuro Tide's obligations to any third party.

Neuro Tide will only sub contract so that your schedule is not affected, and you are aware therefore and accept in full that the content may differ to that that would be delivered by Neuro Tide.



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33. You must not, without Neuro Tide's prior written consent, assign, transfer, charge, subcontract or deal in any other manner with all or any of your rights or obligations under these Terms and Conditions.

Termination

34. Neuro Tide can terminate the provision of the Services immediately if you:
- a) commit a material breach of your obligations under these Terms and Conditions; or
 - b) fail to make pay any amount due under the Contract on the due date for payment; or
 - c) are or become or, in our reasonable opinion, are about to become, the subject of a bankruptcy order or take advantage of any other statutory provision for the relief of insolvent debtor; or



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d) enter into a voluntary arrangement under Part 1 of the Insolvency Act 1986 , or any other scheme or arrangement is made with its creditors; or

e) convene any meeting of your creditors, enter into voluntary or compulsory liquidation, have a receiver, manager, administrator or a administrative receiver appointed in respect of your assets or undertakings or any part of them any documents are filed with the court for the appointment of an administrator in respect of you, notice of intention to appoint an administrator is given by you or any of your directors or by a qualifying floating charge holder (as defined in para. 14 of Schedule B 1 of the Insolvency Act 1986), a resolution is passed or petition presented to any court for your winding up or for the granting of an administration order in respect of you, or any proceeding are commenced relating to your insolvency or possible insolvency.



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f) You may cancel our agreement at anytime but where less than 28 days written notice has not been given, the fee of £750 becomes immediately payable, plus any expenses that cannot be refunded by a third party such as rail tickets and hotel. Transport and accommodation fees may still be payable even where not used, regardless of notice period length and if they have been booked. Refunds are subject to terms of the provider. Neuro Tide will ensure that refunds are requested but makes no guarantee of outcome. The invoice will be adjusted accordingly to reflect appropriate sections of these terms and appropriate and available third party refunds.

Intellectual Property

35. Neuro Tide reserves all copyright and any other intellectual property rights which may subsist in any physical or digital goods / services / documents / worksheets / books / slideshows, and



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anything else supplied in connection with the provision of the Services or additionally. Neuro Tide reserves the right to take any appropriate action to restrain or prevent the infringement of such intellectual property rights.

Recording of the performance in full or part is strictly forbidden, with the exception of still photographs only. A recording licence is billed at 100% of the performance fee additional to the agreed performance. Example: Performance fee of £950 will incur a recording licence fee of 100% of that fee being £950. The invoice therefore will be £1,900 plus other agreed fees and taxes.

No sharing of any imparted verbal knowledge apart from internally with your organisation is permitted. All other materials sharing is forbidden including audio and/or visual recordings unless a licence is obtained from Neuro Tide.



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An exception to this are the shareable videos found throughout www.neurotide.co.uk and Neuro Tide's social media channels. Also permitted to share is the Neurodiversity Guidebook and other guides on the free resources section as found at www.neurotide.co.uk and elsewhere.

Liability and Indemnity

36. Neuro Tide's liability under these Terms and Conditions, and in breach of statutory duty, and in tort or misrepresentation or otherwise, shall be limited as set out in this clause.
37. The total amount of Neuro Tide's liability is limited to the total amount of Fees payable by you under the Contract. Excluded are accommodation, travel and substance costs paid by you for Neuro Tide's attendance, which are subject to the terms of the supplier eg Premier Inn and LNER. Where a refund is available this will be given, but is otherwise excluded.



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38. Neuro Tide is not liable (whether caused by our employees, agents or otherwise) in connection with our provision of the Services or the performance of any of our other obligations under these Terms and Conditions or the quotation for:

a) any indirect, special or consequential loss, damage, costs, or expenses or;

b) any loss of profits; loss of anticipated profits; loss of business; loss of data; loss of reputation or goodwill; business interruption; or, other third party claims; or

c) any failure to perform any of our obligations if such delay or failure is due to any cause beyond our reasonable control; or

d) any losses caused directly or indirectly by any failure or your breach in relation to your obligations; or

e) any losses arising directly or indirectly from the choice of Services and how they will meet your requirements or your use of the Services or any goods supplied in connection with the Services.



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39. You indemnify Neuro Tide and agents against all damages, costs, claims and expenses suffered by us arising from any loss or damage to any equipment (including that belonging to third parties) caused by you or your agents or employees.

40. Nothing in these Terms and Conditions shall limit or exclude Neuro Tide's liability for death or personal injury caused by Neuro Tide's negligence, or for any fraudulent misrepresentation, or for any other matters for which it would be unlawful to exclude or limit liability.



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Circumstances Beyond a Party's Control

41. Neither you or Neuro Tide is liable for any failure or delay in performing our obligations where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to: power failure, transportation delays and / or cancellations, internet service provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, medical pandemic, governmental action or any other event that is beyond the control of the party in question. If the delay continues for a period of 90 days, either of us may terminate or cancel the Services to be carried out under these Terms and Conditions.

Refunds in part or full cannot be guaranteed, but you accept without limit that a refund can be over a time period that is affordable to Neuro Tide who has final say on the repayment period and amount. Where organisations fail to pay quickly and on time, this affordability is reduced and therefore lengthens



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a repayment period.

This refund must be requested with 28 days of you knowing that the service can no longer be provided. Without a request in writing whether that be email or letter, monies are forfeited. Where a request has not been received within 28 days all monies become the full ownership of Neuro Tide. All cleared funds are held for 28 days, after which they become the property of Neuro Tide and are exempt for full or partial refund unless otherwise agreed.



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Communications

42. All notices under these Terms and Conditions must be in writing and signed by, or on behalf of, the party giving notice (or a duly authorised officer of that party).

43. Notices shall be deemed to have been duly given:
 - a) when delivered, if delivered by courier or other messenger (including registered mail) during the normal business hours of the recipient and a signature is achieved;
 - b) when sent, if transmitted by email and a successful transmission report or return receipt is generated;
 - c) on the fifth business day following mailing, if mailed by national ordinary mail and a signature is achieved or the recipient accepts delivery; or



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d) on the tenth business day following mailing, if mailed by airmail and a signature is achieved upon delivery to the recipient.

44. All notices under these Terms and Conditions must be addressed to the most recent address or email address notified to the other party.

No waiver

45. No delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy nor stop further exercise of any other right, or remedy.

Severance

46. If one or more of these Terms and Conditions is found to be unlawful, invalid or otherwise unenforceable, that / those provisions will be deemed severed from the remainder of these Terms and



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Conditions and the remainder of the contract and terms and conditions will remain valid and enforceable.

Law And Jurisdiction

47. This Agreement shall be governed by and interpreted according to the law of England and Wales and all disputes arising under the Agreement (including non contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English and Welsh courts.

Confidentiality

48. As part of our discussions and Neuro Tide's Services we may need to observe medical files, HR files and also how you operate as an organisation. We do not record any details unless specifically directly important to the task in hand. For example, whilst performing a Workplace Assessment we were witness



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to commercially sensitive timings for a new project for an international food brand. To ensure Neuro Tide's Services are delivered in the best way it was not the project that mattered but rather how the project timings were neuro inclusive.

All matters are treated with utmost privacy and discretion at all times. Where Neuro Tide are assigned for a named Colleague, the communication we serve, including reports, will contain the person's initials rather than their full name. Session notes are available but must be requested.

You give full permission to Neuro Tide to say we are working together on social media, but Neuro Tide will not reveal the project or named Colleague unless you have already done so or give permission in writing.

Where you have made verbal or written complimentary feedback, either in passing or otherwise, Neuro Tide reserves the right to add this as a testimonial on multiple communication channels.