



Brain Training Terms And Conditions

By enrolling in Neolé's **Neurofeedback Brain Training Program** ("Program"), you ("Client") agree to the following Terms and Conditions with **Neolé Inc.** ("Neolé").

1. Program Overview

Neolé will provide the Client with access to the Brain Training Program, which includes:

- Initial in-person or virtual **Brain Assessment**
- A **customized neurofeedback training plan** based on assessment results
- An **at-home neurofeedback device** on loan for the duration of the program
- **Daily neurofeedback training** (approximately 20 minutes per day)
- **Bi-weekly coaching check-ins** via Zoom to review progress and adjust protocols
- **Midpoint and graduation assessments** to track progress and results
- **Ongoing support** during business hours (Monday to Friday)

The program typically lasts **2–6 months**, depending on goals, assessment results, and consistency of training.

2. Payment Terms

- Clients may choose to pay **monthly (for a maximum of three months at a time)** or **in full upfront via <https://neole.thrivecart.com/brain-training/>**.
- If you choose to extend your Brain Training beyond three months we can extend this Agreement.

3. Cancellation Policy



- Clients may **cancel at any time**.
- If paying monthly: no further installments will be charged after cancellation, provided the equipment is returned in good condition.
- If paying upfront: a refund will be issued for any unused full months remaining in the program, provided the equipment is returned in good condition.

4. Client Commitments

To achieve the best possible results, clients are encouraged to:

- Complete daily neurofeedback training sessions (approximately 20 minutes per day).
- Attend bi-weekly Zoom check-ins.
- Follow coaching recommendations regarding lifestyle habits and self-care practices.
- Care for the leased device responsibly.

5. Equipment Lease Terms

- The neurofeedback device is provided on loan for the duration of the program.
- The device is durable and designed for daily use. Normal wear and tear from training is expected and acceptable.
- However, damage from negligence (e.g., dropping into water, pet damage, intentional misuse) is not covered.
- If the device is not returned in good working condition within 14 days of program completion or cancellation, a **replacement charge of CAD \$900** will apply.



6. Health Disclaimer

Neurofeedback is an evidence-based neuro training method, not a medical treatment.

- It is not intended to diagnose, treat, cure, or prevent any medical condition.
- Clients should continue to consult their healthcare providers regarding any medical or psychological conditions and not discontinue prescribed treatments without medical advice.

7. Confidentiality

Your privacy matters. Everything you share –whether during sessions, in written form, or through the Dive app—will be kept strictly confidential. We will never disclose your personal information, brain assessment results, or training progress to anyone without your written consent, unless required by law.

I may sometimes refer to general experiences or anonymized examples in my teaching or professional development, but your identity and details will always remain private.

Regarding technology and data: your neurofeedback data is collected and stored securely through the Dive app and EEG device. We only access this information to support your training progress, and it will never be shared with third parties for marketing or unrelated purposes.

Limits of confidentiality: In rare circumstances where there is a clear risk of harm to yourself or others, or if disclosure is required by law, we may be obligated to share information with the appropriate professionals or authorities. If such a situation ever arises, we will make every effort to discuss it with you first.

8. Limitation of Liability

Neolé Inc. will provide services to the best of its ability and according to industry standards. However, results vary by individual. Neolé is not responsible for incidental, consequential, or indirect damages. Total liability is limited to the fees paid for the program.

9. Governing Law

This Agreement is governed by the laws of the Province of Ontario and the laws of Canada applicable therein.



10. Acceptance

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