

Retriever Innovations: Terms & Privacy

The Diagnostic. A \$500 scheduling and preparation fee is non-refundable once booked, reflecting the financial review completed ahead of Session One. If you cancel before Session One begins, this fee is retained and the remainder is refunded. If you cancel after Session One has started, you are refunded for any sessions not yet delivered, prorated.

The Treatment Plan. A \$1,000 onboarding fee is non-refundable once booked. If you cancel before Phase One begins, this fee is retained and the remainder is refunded. If you cancel partway through, you are refunded for the portion of the engagement not yet delivered, prorated by month.

Scope. The Diagnostic and The Treatment Plan do not include:

- Hiring, firing, or any personnel decisions or recommendations. These remain entirely the client's own call.
- Practice manager or staff training of any kind.
- Legal, tax, or accounting advice, or the preparation of any financial or legal filings.
- Medical or clinical advice regarding patient care.
- Marketing, branding, or website design work.
- Software selection, IT implementation, or ongoing technical support.
- Guidance on opening a new location, relocating, or expanding a practice, including real estate, construction, or architectural planning.
- Guaranteed financial outcomes or results. All figures, projections, and plans are based on the information provided and reflect professional judgment, not a promise of specific results.
- An ongoing or exclusive advisory relationship beyond the defined engagement.

Retriever Innovations: Privacy Policy

Your financial and operational information is shared with me solely for the purpose of delivering The Diagnostic. I do not sell, share, or disclose your hospital's data, your staff's questionnaire responses, or anything discussed in our sessions to any third party, including other clients, colleagues, or employers. Staff questionnaire responses are collected anonymously and are never shared with you in a way that could identify who said what. Information you share with me is held in confidence, consistent with the trust this work depends on.

Payment. Invoices are paid through Stripe, a third-party payment processor. You enter your card or bank account details on Stripe's secure payment page, and Stripe handles them. Retriever Innovations does not store your card or bank account details. How Stripe uses your information is described in its privacy policy at stripe.com/privacy