



ATTUNED CLIENT TERMS & CONDITIONS
Effective Date: June 3, 2026 **Jurisdiction:** Israel

1. Our Role

Attuned is a referral and matching platform only. We do not provide therapy, psychotherapy, counseling, diagnosis, medical treatment, or any clinical or healthcare services. Our role is strictly limited to facilitating introductions to independent professionals based on the information you provide.

2. Services for Minors & Parental Consent

- Attuned accepts requests and facilitates matching services for individuals under eighteen (18) years of age ("Minors") only with the express verifiable consent and involvement of a parent or legal guardian.
- Parents or legal guardians submitting an intake on behalf of a Minor confirm that they hold full legal authority to request services and consent to the referral process.
- Independent professionals in our network maintain their own professional protocols regarding parental consent, legal guardianship verification, and confidentiality boundaries when working with Minors, in strict accordance with Israeli law.

3. Independent Professionals

- All professionals referred or introduced through Attuned are independent contractors operating as separate business entities, and not employees, agents, or representatives of Attuned.
- Attuned does not supervise, direct, or control these professionals and is not responsible for their services, advice, conduct, or clinical outcomes.
- All therapeutic services are provided directly by the professional you choose to engage with under an independent arrangement managed between you and them.

4. Service Fees, Financial Transparency & Rates

4.1 Free Matching Service for Clients

Attuned's matching, intake, and introductory referral services are 100% free of charge to clients.

4.2 Platform Commercial Model & Fee Disclosure

In accordance with principles of transparency and the *Israeli Consumer Protection Law, 5741-1981*, Attuned discloses that it receives a fixed operational platform referral fee directly from independent professionals upon a successful referral match. This fee supports our platform operations, intake matching, and administrative overhead. It does not influence provider recommendations, impact clinical care decisions, or increase the session rate charged to you.

4.3 Direct Billing & Session Rates

Financial transactions, session fees, billing, and invoices are managed directly between you and your matched professional. As a condition of network participation, independent professionals agree not to charge Attuned-referred clients more than ₪450 / \$150 per session.

5. Emergency Disclaimer

- Attuned does not provide emergency, crisis, psychiatric, or medical services.
- Attuned is not suitable for acute mental health emergencies or immediate crisis situations.
- If you or a minor are experiencing an emergency or risk of harm, you must contact local emergency services immediately (such as Police at 100, Magen David Adom at 101, ERAN at 1201 in Israel, or your local emergency hotline).
- Attuned does not monitor sessions or provide crisis intervention.

6. Nature of Services & Location of Providers

- Independent professionals may provide psychotherapy-informed support, counseling-style services, depending on their individual qualifications and scope of practice.
- These services are not a substitute for medical care, psychiatric treatment, or clinical diagnosis.
- All professionals in the Attuned network operate from the State of Israel. You acknowledge that if you reside



outside of Israel, you are voluntarily engaging in cross-border remote services and are responsible for ensuring such services are appropriate under your local laws and personal circumstances.

7. Matching Consultation

- Before any referral, Attuned may provide a non-clinical matching consultation.
- This consultation is intended solely to understand your (or your child's) preferences, goals, and needs to facilitate thoughtful connections.
- It is not a medical evaluation, psychological assessment, or therapy session.

8. No Guarantees & Re-Matching Support

- Attuned does not guarantee that any professional will be a suitable match, the ongoing availability of any professional, or specific outcomes from services provided.
- Matching is provided as a best-effort service.
- If your initial referral does not feel like the right fit, Attuned is happy to assist you in finding another professional.

9. Client & Guardian Responsibility

By using Attuned, you agree that:

- You will provide accurate and complete information during intake.
- You hold legal authority to act on behalf of any minor for whom you seek referrals.
- You are responsible for your own (or your child's) health decisions and participation.
- You will seek appropriate emergency or medical care independently whenever needed.

10. Privacy & Data Handling

- Personal intake data is handled in accordance with our Privacy Policy and the *Israeli Privacy Protection Law, 5741-1981*.
- We only collect and store data necessary to facilitate referral and matching services.
- We do not access, view, or retain clinical notes, medical records, or private session content between you (or your child) and any independent professional.

11. Limitation of Liability

To the fullest extent permitted by law, Attuned, its founders, and affiliates are not liable for:

- Actions, advice, clinical decisions, or omissions of independent professionals.
- Outcomes of any services provided to adults or minors.
- Decisions made based on referrals or matches.
- Any indirect, emotional, financial, or consequential damages arising from use of the platform.

12. Indemnification

You agree to indemnify and hold harmless Attuned, its founders, employees, and affiliates from any claims, damages, liabilities, or legal expenses arising from your use of the platform, your interactions with referred professionals, or your violation of these Terms.

13. Governing Law & Jurisdiction

- This Agreement is governed by and construed in accordance with the laws of the **State of Israel**.
- Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the bet din in **Jerusalem, Israel**.

14. Acceptance of Terms

By booking a consultation, submitting intake details on behalf of yourself or a minor, or using Attuned's services, you confirm that you have read, understood, and agreed to these Terms and Conditions.

Name: _____

Date: _____

Signature: _____