



General Information

Client Name	Springfield Public Schools District 186	Created Date	08-19-2024
Service Start Date	08-19-2024	Service End Date	05-30-2025

Client Information

Client Contact	Ward Lamon	Prepared by	08-19-2024
Phone	(217) 525-3363	Expiration Date	09-02-2024
Email	wlamon@sps186.org	Street	1900 West Monroe Street
City	Springfield	State	IL
Zip	62704		

Order Details - Fee Schedule

Psychology			
Committed FTE	0.60		
# School Days	175		
Rate for Committed Hours	\$85.00		
Rate for Hours in excess of Committed Hours	\$93.00		
Clinical Maintenance Fee (applied to all invoices)	3.00%		
Monthly Commitment Schedule	Month	Committed Hours	Fee
	August 2024	45.00	\$3,825.00
	September 2024	90.00	\$7,650.00
	October 2024	95.00	\$8,075.00
	November 2024	77.00	\$6,545.00
	December 2024	68.00	\$5,780.00
	January 2025	81.00	\$6,885.00
	February 2025	86.00	\$7,310.00
	March 2025	68.00	\$5,780.00
	April 2025	86.00	\$7,310.00
May 2025	95.00	\$8,075.00	
Committed Hours Fee			\$67,235.00
Estimated Clinical Maintenance Fee			\$2,017.05
Total Minimum Fee			\$69,252.05



Modified Terms

Client may elect to pay the total Committed Minimum fees as listed in the Service Order within thirty (30) days of signing this Agreement, and Huddle Up will provide a three percent (3%) discount on the minimum fees due.

- Pay annually up front and receive a 3% discount. (Recommended)
- Pay monthly throughout the term beginning with Service Start Date.

The Master Services Agreement shall be amended as follows:

- Section 4.c shall be amended to "Effects of Termination. Upon the termination of the MSA or the expiration or termination of any Incorporated Document for any reason, (a) all Fees owed to Huddle Up that accrued prior to such termination or expiration will be immediately due and payable and (b) absent an agreement otherwise, Client shall not be entitled to a refund for any Fees paid by Client prior to the date of termination and (c) unless the termination is for cause, Client agrees that any termination of this Agreement shall not affect Huddle Up's rights to payment due to it and (d) Client agrees to pay the full amount of any committed minimums or Fees outlined in the Service Order.
- The second sentence of Section 7.a shall be replaced in its entirety with: "Each party shall indemnify and hold the other party harmless for any and all claims arising out of this Agreement due to the indemnifying party's gross negligence or willful misconduct.
- The second sentence of Section 7.c shall be removed.
- The following sentence shall be added to Section 8.b: "Huddle Up shall indemnify and hold Client harmless for any and all employment and/or wage-related claims arising from Huddle Up's employees, provided that such claims do not arise from Client's actions, negligence, or omissions.
- Section 10.a shall be amended to: "Huddle Up takes the confidentiality of students' information seriously. When Huddle Up receives or creates student data, including "education records" as defined by regulations issued under the Family Educational Rights and Privacy Act ("FERPA"), The Illinois School Student Records Act ("ISSRA"), and other applicable laws related to student privacy, Huddle Up will only use such information in support of providing or improving the Services and will not re-disclose personally identifiable information from such data to third parties in a manner not permitted by the criteria specified in Client's standard privacy policy for education records (to the extent Client has provided Huddle Up with such policy and it applies to the Services), and will not otherwise use or disclose such data without first de-identifying it to remove any reasonable basis to identify Client or any student as the source. Huddle Up uses third-party software and cloud storage vendors to store electronic information in certain scenarios, and Client agrees the mere online storage or processing of student data is not a breach of this Section. Notwithstanding anything else in this Agreement to the contrary, Huddle Up shall be permitted to disclose confidential information to third parties as necessary in any and all instances where Huddle Up becomes aware of actual or threatened self-harm or violence by a student or other similarly emergent situations, as determined by Huddle Up in its professional discretion, and in any such instance, Huddle Up shall notify the Client within twenty-four (24) hours.
- Section 12 shall be amended to: "Governing Law; Waiver of Jury Trial. This Agreement will be governed by and construed in accordance with the laws of the state of Illinois. EACH PARTY ACKNOWLEDGES THAT ANY CONTROVERSY THAT MAY ARISE UNDER THIS AGREEMENT IS LIKELY TO INVOLVE COMPLICATED AND DIFFICULT ISSUES AND, THEREFORE, EACH SUCH PARTY IRREVOCABLY AND UNCONDITIONALLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY WITH RESPECT TO ANY LEGAL ACTION ARISING OUT OF OR RELATING TO THIS AGREEMENT. Any and all litigation and/or dispute resolution shall take place in Sangamon County, Illinois.



Billing Contact

Contact Name	Cathi Marshall	Bill to Account Name	Springfield Public Schools District 186
Email	cmarshall@sps186.org	Phone	(217) 525-3363

Master Service Agreement

Except as expressly set forth in this Service Order, the Parties agree to be bound by the terms of Huddle Up's Master Services Agreement ("Agreement"). The Agreement is provided in conjunction with this Service Order or upon request. To the extent there is a conflict between this Service Order and the Agreement, this Service Order shall govern. The signatory below represents that he or she has the authority to bind Client to the terms of this Agreement. The terms of this Service Order are Confidential Information. The effective date of this Agreement is the date of the last signature below ("Effective Date").

Huddle Up Care, Inc. by:

Signature _____

Name Jason Taylor

Title Vice President, Client Success

Date _____

Client

Springfield Public Schools District 186 by:

Signature _____

Name Ward Lamon

Title Executive Director of Student Support Services

Date _____



Master Services Agreement

This Master Services Agreement ("MSA") is by and between Huddle Up Care, Inc., a Delaware Corporation ("Huddle Up") and the Client and will commence upon the date of execution of a Service Order that references this agreement ("Effective Date"). Huddle Up and Client may individually be referred to as a "Party" and collectively as "Parties".

1. **Structure of Agreement.** This MSA shall apply each time Client engages with Huddle Up for the provision of services and/or products ("Services"). The Services shall be described in one or more schedules (each, a "Schedule"), service orders (each, a "Service Order"), and/or exhibits (each, an "Exhibit"), each of which shall reference this MSA. Each Schedule, Service Order, and Exhibit entered into or delivered hereunder (each, an "Incorporated Document" and collectively, "Incorporated Documents") may provide additional terms and conditions related to the Services. This MSA and Incorporated Documents are collectively referred to as the "Agreement". In the event of a conflict of between the terms of this MSA and the terms of any Incorporated Document, the terms of the MSA shall control; provided, however, that the Parties may in any Incorporated Document specifically, with reference to this MSA, agree to: (a) exclude or except an otherwise controlling provision of this MSA; or (b) adopt a clause or provision to apply in lieu of any of an otherwise controlling provision of this MSA.
2. **Services.** Huddle Up shall provide Client with the Services set forth on each Service Order.
3. **Term.** The Term of this Agreement shall commence on the Effective Date and will end on the Service End Date set forth in each Service Order ("Term"). This Agreement will automatically renew each year on the Service End Date for an additional twelve (12) month term unless the Agreement has been terminated as stipulated herein.
4. **Termination.**
 - a. Termination for cause. Either party may terminate this Agreement if the other party breaches any material term of this Agreement and does not cure such material breach within thirty (30) days of receiving written notice of the breach (which notice shall include the nature and extent of the breach and specify the effective date of termination).
 - b. Termination without cause. Either party may terminate this Agreement for any reason by providing written notice thirty (30) or more days prior to the Service End Date, in which case the Agreement shall terminate on the Service End Date.
 - c. Effects of Termination. Upon the termination of the MSA or the expiration or termination of any Incorporated Document for any reason, (a) all Fees owed to Huddle Up that accrued prior to such termination or expiration will be immediately due and payable and (b) Client shall not be entitled to a refund for any Fees paid by Client prior to the date of termination and (c) Client agrees that any termination of this Agreement shall not affect Huddle Up's rights to payment due to it and (d) Client agrees to pay the full amount of any committed minimums or Fees outlined in the Service Order.
5. **Fees; Payments.**
 - a. In consideration of the provision of the Services provided by Huddle Up and the rights granted to Client under this Agreement, Client shall pay the fees as set forth in the related Service Orders and Schedules. Client agrees to pay the full amount in the Service Orders regardless of whether Client elects to utilize the full allotment of committed services and technology. In the event that Huddle Up provides additional Services, which have been requested by Client in writing, Huddle Up shall be entitled to bill Client for those additional Services. Huddle Up will invoice Client electronically at the email address for invoices provided by Client to Huddle Up. Huddle Up generally accepts Automated Clearing Hours ("ACH") and other electronic payments. If any amount Client owes under this Agreement is not paid within thirty (30)



days of its due date as specified in the applicable Service Order or Schedule, Client agrees that Huddle Up may stop providing the Services until such overdue amount is paid in full. All overdue amounts will accrue interest until paid at the rate of the lesser of one and a half percent (1.5%) per month or the maximum rate allowed by law. Client will have materially breached this Agreement if any amount remains unpaid more than thirty (30) days after the due date. Huddle Up's remedies under this Section are cumulative of its other available remedies. If Client believes that Huddle Up has billed Client incorrectly, Client must contact Huddle Up no later than fifteen (15) days after receipt of the invoice, and the Parties will work together to correct any errors.

- b. Taxes. Except Huddle Up's income taxes, taxes (e.g., sales, use, excise, property, VAT, and similar taxes) arising out of this Agreement are Client's responsibility. If Huddle Up pays or is required to pay such taxes or penalties or interest, Client will promptly pay Huddle Up all such amounts.
- c. Client acknowledges and agrees that Huddle Up may at its sole discretion increase all prices annually at the greater of (i) 5%, or (ii) the most recent annual rate of inflation as defined by the U.S. Bureau of Labor Statistics, rounded up to the nearest dollar. Any discounts shall only be applicable for the initial term.

6. Professional Liability. Huddle Up maintains professional liability insurance and will provide current coverage levels upon request.

7. Limitation of Liability.

- a. General. NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY KIND, INCLUDING BUT WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES, EVEN IF SUCH PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY HEREIN. UNDER NO CIRCUMSTANCES WILL Huddle Up BE LIABLE TO CLIENT FOR ANY AMOUNT IN EXCESS OF THE TOTAL FEES PAID BY CLIENT TO Huddle Up IN THE LAST TWELVE (12) MONTHS FOR THE SERVICES PROVIDED UNDER THE APPLICABLE INCORPORATED DOCUMENT (WHETHER THE LIABILITY ARISES FROM THERAPY SERVICES OR OTHERWISE).
- b. Force Majeure. A party is not liable under this Agreement for delay in performance or non-performance caused by events or conditions beyond the party's reasonable control, including acts of God, fire, war, terrorism, third party criminal acts, any law or governmental regulations, or labor dispute, and the period of performance will be deemed extended to reflect such delay as agreed by the parties.
- c. Timing of Actions. Prior to bringing any lawsuit or other claim, the parties shall first attempt to resolve any dispute related to this Agreement or the underlying Services by good faith mutual discussions lasting at least thirty (30) days. Neither party shall file a lawsuit or other claim for any matter related to this Agreement or the underlying Services more than twelve (12) months after the date the cause of action arose.

8. Workforce.

- a. Huddle Up will be responsible for maintaining proper licensure, credentialing and oversight of its licensed providers. Huddle Up reserves the right to assign or subcontract performance of some or all the Services to appropriately credentialed therapists who are not Huddle Up employees.
- b. Relationship to Client. Client and Huddle Up agree the relationship of Huddle Up (together with its individual employees) to Client is strictly as an independent contractor. As between Client and Huddle Up, Huddle Up is responsible for the withholding and other employment-related tax collection obligations for Huddle Up's employees. Nothing contained in this Agreement shall be construed as creating any agency, partnership or other form of joint enterprise between the parties.



9. Monitoring and Evaluation; Limited Warranty.

- a. Huddle Up will cooperate with Client's reasonable requests to monitor or evaluate Huddle Up's performance of the Services.
- b. Huddle Up MAKES NO WARRANTIES EXCEPT FOR THOSE EXPRESSLY PROVIDED IN THIS AGREEMENT. ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, ARE EXPRESSLY DISCLAIMED.

10. Confidentiality; Intellectual Property.

- a. Huddle Up takes the confidentiality of students' information seriously. When Huddle Up receives or creates student data, including "education records" as defined by regulations issued under the Family Educational Rights and Privacy Act ("FERPA"), Huddle Up will only use such information in support of providing or improving the Services and will not re-disclose personally identifiable information from such data to third parties in a manner not permitted by the criteria specified in Client's standard privacy policy for education records (to the extent Client has provided Huddle Up with such policy and it applies to the Services), and will not otherwise use or disclose such data without first de-identifying it to remove any reasonable basis to identify Client or any student as the source. Huddle Up uses third-party software and cloud storage vendors to store electronic information in certain scenarios, and Client agrees the mere online storage or processing of student data is not a breach of this Section. Notwithstanding anything else in this Agreement to the contrary, Huddle Up shall be permitted to disclose confidential information to third parties as necessary in any and all instances where Huddle Up becomes aware of actual or threatened self-harm or violence by a student or other similarly emergent situations, as determined by Huddle Up in its professional discretion.
- b. Required Consents. Client represents that its provision of student data to Huddle Up, and Huddle Up's use and disclosure of such data as described in paragraph (a) above, is permitted by Client's privacy policy applicable to education records, including FERPA- and COPPA-required privacy notices to parents, and that Client has obtained and will maintain all parental consents and other disclosures required for Client to provide Huddle Up with, and for Huddle Up to use and disclose, such student data as provided in this Agreement. As a condition to Huddle Up providing the Services, Client agree it will not change its privacy policies or agree to restrict or limit its ability to disclose student data in a manner that would interfere with Huddle Up's ability to provide the Services, except as otherwise required by a change in applicable law or regulation.
- c. HIPAA. The parties acknowledge and agree that, in connection with performing the Services, Huddle Up and/or Client may be receiving "Protected Health Information" (as defined in 45 CFR §160.103). Each party agrees to maintain the confidentiality, privacy, and security of Protected Health Information to the extent required by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Subtitle D of the Health Information Technology for Economic and Clinical Health Act ("HITECH"), and the regulations promulgated under HIPAA and HITECH, all as amended and in effect from time to time. Nothing in this Section is intended to or shall limit, restrict, or govern a party in its use or disclosure of Protected Health Information for treatment purposes or in any manner that is otherwise permitted or required under HIPAA, HITECH, or the regulations promulgated under HIPAA and HITECH, or other applicable law.
- d. References. Huddle Up may publicly announce the execution of this Agreement and offer Client as a reference and/or case study to its prospective Clients and other partners, as well as use Client's logos and other branding in Client lists, websites, and other materials advertising Client's use of the Services.
- e. Intellectual Property. Huddle Up is and shall remain the sole and exclusive owner of
 - (i) any and all creative ideas, designs, developments, inventions, works of authorship, know-how, or work results ("Creations") created by Huddle Up;



(ii) any and all copyrights, patents, trademarks, design rights or registrations, trade secrets, confidential information, or similar intellectual property rights ("IP Rights") owned by Huddle Up and

(iii) any and all Creations and IP Rights created by or on behalf of Huddle Up as a result of or related to the Services performed hereunder (subsections (i)-(iii) collectively, "Huddle Up's IP"). Huddle Up hereby grants Client a non-exclusive, royalty-free, non-sublicensable and non-transferable license under Huddle Up's IP to the extent necessary to enable Client to use and receive the full benefit of the Services. No license to any of Huddle Up's IP, implied or otherwise, is granted hereunder for any use beyond that necessary for Client to receive the benefit of the Services.

- f. **Nondisclosure.** All information disclosed by one Party (in such capacity, the "Disclosing Party") to the other Party (in such capacity, the "Receiving Party") during the Term that is either identified in writing at the time of disclosure as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of the disclosure, whether in oral, written, graphic or electronic form, shall be deemed to be "Confidential Information." Information will not be considered Confidential Information if the information is or was: (i) publicly available through no act or omission of the Receiving Party; (ii) in the Receiving Party's lawful possession prior to disclosure by the Disclosing Party and not obtained either directly or indirectly from the Disclosing Party; (iii) lawfully disclosed to the Receiving Party by a third party without restriction on disclosure; or (iv) independently developed by the Receiving Party without use of or access to the Disclosing Party's Confidential Information. The Parties agree, that during the Term and for a period of one year thereafter (or, as applicable, with respect to Confidential Information that is a trade secret, indefinitely) after its termination, to hold each other's Confidential Information in confidence and not to disclose such information in any form to any third party without the express written consent of the disclosing party, except to employees, subcontractors, or agents (collectively, "Representatives") who are under a non-disclosure agreement protecting the applicable Confidential Information in a manner no less restrictive than this Agreement. Each Party shall remain responsible for any breaches of the Section by any such Parties' Representatives.

11. **Clinician Conversion.** During the Term of this Agreement, Client may not, directly or indirectly, solicit, induce, hire, or attempt to hire any Huddle Up clinician except in accordance with the terms set forth in this section. Client shall notify Huddle UP of its intent to offer employment to any clinician not less than ten (10) calendar days prior to offering such employment (any clinician that accepts such offer of employment, a "Converted Clinician"). Upon the date a Converted Clinician commences employment with Client (the "Conversion Effective Date"), the Client shall pay to Huddle Up as consideration for the introduction, a fee equal to the greater of (i) \$50,000 or (ii) 75% of the annualized, twelve-month fee for the Converted Clinician's provision of Services, regardless of whether the Converted Clinician ultimately provided Services to Client through Huddle Up. This clause shall survive termination of this agreement for a period of twelve (12) additional months.

12. **Governing Law; Waiver of Jury Trial.** This Agreement will be governed by and construed in accordance with the laws of the state of Wisconsin. EACH PARTY ACKNOWLEDGES THAT ANY CONTROVERSY THAT MAY ARISE UNDER THIS AGREEMENT IS LIKELY TO INVOLVE COMPLICATED AND DIFFICULT ISSUES AND, THEREFORE, EACH SUCH PARTY IRREVOCABLY AND UNCONDITIONALLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY WITH RESPECT TO ANY LEGAL ACTION ARISING OUT OF OR RELATING TO THIS AGREEMENT.

13. **Notices.** Notices required or permitted by this Agreement must be written and given to the party at the address specified above by hand delivery, certified mail, return receipt requested, or overnight delivery.

14. **Severability.** If any term of this Agreement is found by a court of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect any other term of this Agreement. Upon a determination that any term is invalid or unenforceable, the court shall modify this Agreement to affect the original intent of the parties as closely as possible to the greatest extent possible.

15. **Entire Agreement; Other.** This Agreement constitutes and expresses the entire agreement and understanding between the parties concerning the subject matter of this Agreement and shall supersede any



prior agreements and discussions, whether written or oral. The content of this contract is to remain confidential. This Agreement benefits solely the parties to this Agreement and their respective permitted successors and assigns, and nothing in this Agreement, express or implied, confers on any other person or entity any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement. Original signatures sent and received electronically (e.g., by email with PDF attached or by Digital Signature) are binding.

16. Survival. Sections 4, 5, and 7-15 will survive the expiration or termination of this Agreement.



Clinical Service Schedule

This Clinical Service Schedule ("Clinical Service Schedule") is incorporated and made part of the Master Services Agreement ("MSA") between Huddle Up and Client and lists the terms and conditions for Services. Capitalized terms not defined in this Clinical Service Schedule shall have the meaning set forth in the MSA. In the event of a conflict between this Clinical Service Schedule and the MSA, unless specifically referred herein, the MSA shall govern.

1. Clinical Services. This Clinical Services Schedule lists the terms and conditions of Services Client may purchase, which includes direct clinical therapy, indirect clinical services, IEP development, attendance to meetings, access to technology, and other services that Huddle Up deems appropriate to support clinical care (collectively, "Clinical Services").
2. Huddle Up Responsibilities
 - a. Huddle Up will manage all recruiting, licensing, and credentialing of professional therapist(s) for Clinical Services.
 - b. Huddle Up will assign a Client Success Manager to serve as the Client's primary point of contact.
 - c. Huddle Up will provide a copy of the fully executed Agreement, signed W-9, and certificate of insurance to Client upon request.
 - d. Maintain high quality clinical standards through therapist oversight and education.
3. Client Responsibilities
 - a. Client agrees to provide and maintain a specially designated location(s) ("Site" or collectively "Sites") to which Huddle Up may deliver Clinical Services for the Client. The Site designated by the Client must have an area that is quiet, confidential, and relatively free of distraction. Client also agrees to provide an adult supervisor at the Site whenever Clinical Services are being delivered. Client must provide high speed internet connectivity when receiving Clinical Services at its Site. Individuals may access Huddle Up's platform from any device with internet connectivity. Client shall be responsible for student access and usage of equipment. Client agrees to use Huddle Up's platform and video conferencing provider. Client will provide a primary point of contact to Huddle Up for each Site.
 - b. Client shall designate a primary point of contact from its organization to ensure that Client's implementation tasks are completed in a timely manner and that implementation stays on schedule.
 - c. Client and its staff agree to reasonably cooperate and communicate with Huddle Up personnel and provide effective and timely decision making on matters regarding the Services and ensure Huddle Up has ready access to Client's staff, systems, and documentation systems when necessary. Additionally, Client shall (i) cooperate with Huddle Up in its performance of the Services and provide access to its premises, employees, and equipment as required to enable Huddle Up to provide the Services, (ii) comply with all applicable laws, and (iii) when on its premises, provide Huddle Up's staff and other representatives with a workplace with the same safeguards provided by Client to its own employees and contractors.
 - d. To the best of its ability, Client will ensure the attendance and welfare of students who receive Services.



- e. Client will notify Huddle Up upon execution of this Agreement if Client or its state require a therapist to obtain educator or other credentials that are separate from state licensure specific to the therapist's practice area.
 - f. Finalized caseload details must be provided at least fourteen (14) days prior to the Service Start Date. Students with out-of-compliance documentation will be included in the caseload count and therapists will work with the district to make documentation compliant. Caseload details include but are not limited to, full student list, IEP minutes and frequency per student and supervision caseload (if applicable). This information will be used by Client and Huddle Up to ensure compliance and utilization of Services.
 - g. Client agrees to provide evaluation materials to Huddle Up if specific assessments are requested. Client agrees to also provide Huddle Up, in the time and manner requested, without charge, access to and use of Client's software systems and databases for purposes of viewing and creating student records, therapy documentation, and other information related to the Services. If requested, Client will work with Huddle Up on providing bulk data access or fulfilling bulk data requests.
4. Fee and Payment Terms. Client shall pay all fees specified in the applicable Service Order for Clinical Services. Unless otherwise specified, all fees shall be due and payable net thirty (30) days from the date of invoice.
- a. Client will be responsible for any committed dollar amounts or associated dollar amounts for committed volumes specified in each Service Order regardless of caseloads, hours, or absences ("Committed Minimum"). If Client's fees are less than the Committed Minimum for a specific invoice period, Client will be responsible for paying the Committed Minimum. If Client exceeds the Committed Minimum for a specific invoice period, the additional units will be billed at the applicable add-on rates specified in each Service Order.
 - b. Under the per student model, Client will be subject to increased costs associated with the addition of students (seats) to its initially agreed upon caseload. This happens automatically when a student is added to the caseload. Caseloads will be shared with the Client monthly, who will be responsible for ensuring the caseload is up to date. Per seat fees are based on caseload assumptions provided by the Client (major assumptions will be listed in each Service Order). If Client makes any changes to the major assumptions, Huddle Up may make a pricing adjustment to the per seat fees.
 - c. Under hourly or FTE models, each time log will be rounded up to the nearest 5-minute increment.
 - d. Client acknowledges that custom requests may be subject to additional charges.
 - e. If a cancellation or request to reschedule a scheduled session occurs less than 24-hours in advance, the session will count as completed, and Client will be charged the applicable full amount for the scheduled session. If a student doesn't show up to a scheduled session within 5 minutes of the scheduled time, the session will be marked as a no show and Client will be charged the applicable full amount for the scheduled session.
 - f. Service will begin on or around the Service Start Date designated in each Service Order. Implementation starts immediately following the signing of the Agreement, and both parties will work together in good faith to complete implementation as soon as possible. If, in Huddle Up's sole discretion, Client is not ready by the Service Start Date or if Client causes Services to be delayed, Huddle Up is entitled to full payment in accordance with the signed Agreement, and Client will not be entitled to compensatory Services for the time period following the Service Start Date during which Client was not ready to implement the Services or where Client causes Services to be



delayed. If Huddle Up, in its sole discretion, is not ready to start on the Service Start Date or causes services to be delayed, the Client has one week to elect in writing one of the following options: 1) compensatory time be provided to assigned students or 2) Huddle Up calculates a prorated credit that will be applied to future orders. If the Client elects compensatory time in writing, Huddle Up cannot guarantee the same clinician or schedule availability to provide compensatory time. However, Huddle Up will work to provide compensatory services to assigned students in a reasonable time frame and in coordination with the Client.