

SetupCare Fee Schedule

Version / Effective Date: July 5, 2026

Thank you for investing in this process. We believe in transparent pricing, and this Fee Schedule contains everything you need to know about our rates and payment practices.

This Fee Schedule is included as an addendum to and governed by the SetupCare Terms of Service. Each time you book a session or pay an invoice, you agree to the Fee Schedule in effect at that time (as it is made available to you, such as part of the invoice, the payment webpage, a calendar confirmation, or in an email).

Complimentary Consultation

We offer a complimentary initial call of approximately 30 minutes, scheduled in advance, to help us both determine whether our services are a fit. This call is provided at no charge and is not a paid engagement; it does not obligate either of us to continue.

More involved work is billable in accordance with this Fee Schedule, whether or not it follows a complimentary call. This includes reviewing materials or correspondence, research, preparing strategy notes, and substantive follow-up communications. Fees for live sessions begin with the paid intake session, or with other services you book or pay for.

Our Rates

We want you to know exactly what to expect.

\$200/hr

Our regular rate is \$200 per hour, invoiced in increments of 0.25 hours, rounded to the nearest interval of 15 minutes.

If something comes up that can't wait, we're here for you.

Urgent on-demand or after-hours tasks are considered "Priority" services, and may be billed at 1.5 times the applicable hourly rate.

Sessions involving additional professionals or a large number of participants may also be billed at our Priority rate.

We may bill for tasks outside of scheduled sessions that are related to your situation, such as: reviewing materials or correspondence; conducting research; preparing for sessions or interactions, including with other providers; communicating with you or those connected to your situation; and working on potential strategies or documents that may be proposed to you at a later date.

We are dedicated to providing maximum value for what you pay us, and we do not nickel-and-dime you for brief responses or replies. We sometimes may waive fees normally associated with tasks. If we do so, it is on a case-by-case basis and does not modify normal billing practices.

How We Bill

We may bill you using retainers, especially at the outset of our work or in anticipation of larger tasks (or more significant engagements).

If we bill on an arrears basis, we may send you a statement showing charges and payments made during a specific period.

As of July 5, 2026, we may bill for initial use of our services in the following manner:

\$500 for the initial 2-hour intake or discovery session.

This fee includes 30 minutes of post-session time to draft follow-up strategy notes. In cases involving significant front-end work, time spent beyond this 30 minutes or spent in preparation of that session may be billed as part of an additional invoice (or may be applied to the following retainer).

An initial retainer (following the 2-hour session) of \$1,500 to cover an additional 7.5 hours of our services.

Making Payment

We keep payments simple and secure. We accept payments through Stripe. A link to our secure payment page is included with each invoice. To view Stripe's security and privacy policy, please visit: <https://stripe.com/privacy#security-and-retention>.

Payment Disputes

Billing mistakes can happen, and we want to fix them quickly. If you believe your payment method has been charged incorrectly, please contact SetupCare immediately. After contacting us, we ask that you allow 48 hours before initiating a dispute or chargeback with your bank. This window allows us to resolve the issue quickly and prevents a refund from being frozen by your institution or by Stripe.

If we are unable to resolve a payment dispute between ourselves, we agree to attempt resolution through Stripe's dispute process.

If Stripe is unable to resolve the dispute, we will follow the dispute resolution process described in the Terms of Service.

If you have any difficulty making a payment through our system, please let us know right away so we can help with any technical issues.

Cancellation

We understand that life happens. Please give us at least 24 hours' notice if you need to cancel a session. Cancellations with less than 24 hours' notice or no-shows are not eligible for a credit unless otherwise agreed on a case-by-case basis. If you cancel three sessions in a row, we may have to bill for that session, regardless of advance notice.

Our Guarantee

We want you to feel confident about working with us. If, within 5 calendar days of your initial 2-hour intake/discovery session, you tell us by email that you are not satisfied, we will refund the \$500 intake fee and any unused retainer funds, minus the cost of any billable work we performed beyond the intake session. This guarantee applies once per Client (and jointly to any Co-Client), and to the payment for the initial 2-hour intake/discovery session only.