

Conditions of Engagement - Shomrei Hasaf

Thank you for contacting us. This document describes in detail the services we provide, our guiding principles and the conditions of engagement with us. Working with us is conditional upon your agreement below to these Conditions of Engagement, which are for all intents and purposes a binding contract of engagement between the parent(s) and Shomrei Hasaf; therefore, please read them carefully before signing them.

1. Background

Shomrei Hasaf was founded with the objective of providing parents with assistance, advice, support and direction in the way they conduct themselves with schools, athletic frameworks or other educational settings during the various moments of crisis the student and/or the parents experience (for example: social difficulties experienced by the student; the need to put various accommodations in place due to various learning disabilities (ADHD, absences for various reasons); difficulties in communicating with a teacher/teaching staff; the parent(s) difficulty in communicating with the educational institution, etc.).

We decided to found Shomrei Hasaf after encountering numerous cases in which parents found themselves at a loss in coping with the various educational systems, which by their very nature tend to be riddled with bureaucracy and find it hard to provide a personalized solution for each and every student.

We believe that by providing a professional solution and outlining an appropriate course of action, most of the crises can be overcome and thus allow us to help our beloved children.

In any crisis that arises, we will fill the function of a professional entity designed to help you find the optimal course of action and solution for the crisis at hand, in accordance and subject to the provisions and guidelines of the ministry of education, including circulars issued by the Director General of the Ministry of Education ("Ministry of Education Rules") or the relevant rules of the educational institution where the crisis occurred.

2. How we work / provide the service

2.1. With the aim of finding the optimal solution for the crisis, we act as follows:

- Hold an introductory meeting with the parent(s) and student, define the problem and manage expectations. The duration of this meeting is not restricted to a certain length of time. In this meeting, you will recount the events that led to the crisis and together, we will gain an understanding of the problem with the school and define it ("**Introductory Meeting**").
- After the Introductory Meeting, we will formulate a course of action with the school's teaching staff. The course of action formulated will be in keeping with the Ministry of Education's Rules.
- After formulating the course of action, we will hold an additional meeting and present the proposed course of action for the resolution of the crises and the Ministry of Education's Rules that are relevant to the crisis. After the meeting, we will help you implement the course of action until the point where we determine that this course of action has been exhausted.
- Should the course of action we formulated lead to resolution of the crisis, then our work is done.

- On the other hand, should we reach the conclusion that the course of action has been exhausted without resolution of the problem, we will formulate a new course of action based on the aforesaid.
- At your preference, the meetings can be held in person or via Zoom.

2.2. Please keep in mind that:

- All courses of action shall be in accordance with and subject to the Ministry of Education's Rules and the provisions of the law.
- It is possible that the resolution found for the crisis will be different than the resolution expected by the parent(s) and/or the student. As aforementioned, we work within the framework of the Ministry of Education's Rules and will strive to help you find the optimal solution subject to these rules; however, we cannot break these rules and we cannot promise that the solution that we find will completely fulfill your expectations. Accordingly, by agreeing to these Conditions of Engagement, you hereby waive any claim and and/or demand in that respect.
- The discussion with the teaching staff at the school will be conducted by the parent(s) and/or student (according to the course of action we formulate). We will support you and help mediate the messages and course of action, but you will be the ones carrying out the course of action with the teaching staff, the school and/or other relevant officials (district school inspector, etc.). We believe that this is the best way to bridge the gaps and resolve problems.
- Similarly, if the course of chosen action includes writing a letter, we will help you word the letter, but you will be the ones signing the letter. In this regard, we would like to clarify that the name Shomrei Hasaf and/or our logo may not be used without our prior written consent.
- If the chosen course of action includes a meeting with the teaching staff, if you ask us to, we will participate in the meeting and arrive with you. In this context, it is important to clarify that in accordance with the Ministry of Education's Rules, a meeting with the teaching staff cannot be held without the parent(s).
- We will not communicate with the student when the parent(s) is/are absence.

3. Packages

3.1. For your convenience, we offer two types of possible packages:

- **Package A** – in this package we offer full support throughout the entire process from the Introductory Meeting to finding a solution that will end the crisis. This includes examining and presenting several possible courses of action. This is a fixed-price package, and costs NIS 2000 including VAT. No additional charge shall be made for additional actions (writing letters, additional meetings, meeting with the teaching staff, etc.).
- **Package B** – in this package every meeting or actions is priced separately, in accordance with the following breakdown: (1) Introductory meeting – NIS 500; (2) Any additional meeting – NIS 500 (per meeting); (3) Meeting with the teaching staff (teachers, principals, school counselors, etc.) – NIS 1,000; (4) Writing a letter – NIS 250.

Should you decide after the Introductory meeting to transfer to Package A, the cost of the Introductory Meeting will be deducted from the Price of the Package (NIS 2,000).

- 3.2. Payment shall be made prior to the beginning of the meeting or required action, via Bit to phone number **050-4007381**, or by bank transfer to account no. **19623/12**, Branch **152**, Bank Igud **13**. Execution of the meeting or action shall be conditional upon receipt of payment.
- 3.3. All above stated prices include VAT and a tax invoice shall be issued upon payment as required by law.
4. **Miscellaneous**
- 4.1. Both parties (the Parents on their part and Shomrei Hasaf on theirs) undertakes to maintain the details of the meetings held between the parties in strict confidentiality and not to reveal, show or convey them to any person or entity, including the school and the teaching staff, except for topics (such as the chosen course of action) which the parties agree will be presented to the teaching staff.
- 4.2. The laws of the state of Israel shall apply to These Conditions of Engagement and they will be interpreted accordingly. The competent court in Tel Aviv shall have sole jurisdiction on all matters related to These Conditions of Engagement.

The Conditions of Engagement and Agreed.

Date

Full name and signature of
parent(s)