

To provide clarity and transparency,  
We have a comprehensive Payment terms and conditions policy.

Please review the following key aspects:

True North Family Support Services

Effective Date: January 2026

1. No Refund Policy: True North Family Support Services operates on a no-refund basis for all services rendered. Full payment is due when you request our services. While we do not provide refunds, we may offer service credits in specific circumstances as described in this policy.
2. When Services Begin: Your service engagement starts the moment you formally request our assistance, not when payment is processed. This includes all preparatory work and any follow-up activities required to complete your service request.
3. Service Credits for Schedule Changes: Should you need to reschedule or cancel your appointment, we will provide a credit toward future services if you give us at least 48 hours' advance notice. These credits can be used for other services but cannot be exchanged for cash.
4. What Your Payment Includes: Your fee covers everything involved in delivering your requested service, such as:
  - Preliminary coordination (appointment scheduling, client communication, and logistical planning)
  - Completion tasks (written reports, record-keeping, and any necessary follow-up correspondence)
5. Services beyond your original request may result in additional charges.
6. Late Cancellation Policy: Without a minimum 48-hour cancellation notice, we will retain your full payment and cannot offer any credit toward future appointments.
7. Payment Processing and Deadlines: Invoices must be paid promptly upon receipt. Delayed payment may cause service postponements or cancellations. We cannot issue refunds or credits for services left unfinished due to payment issues, late payment, or contract violations.
8. Policy Updates: True North Family Support Services may revise these terms as needed. We will notify clients of any changes before they become effective.

When you engage our services, you acknowledge and accept these payment terms. For questions about this policy, please reach out to us at [info@truenorthfamilysupportservices.ca](mailto:info@truenorthfamilysupportservices.ca)