

Our Promise to You

We are thrilled that you are considering working with The Nectar Group. We don't take it lightly that you are here and reading this. We find that many people we work with have been searching for answers, even hope, and we believe you have found the right place! We know that you probably have a lot of questions and might even be skeptical about what we do, how we do it, or who we are. We look forward to answering those questions but thought it best to begin with some promises so you know what you can count on!

We promise to be honest and direct with you about the seriousness of any problems identified in testing and to be clear with realistic expectations for what will be necessary to achieve your goals.

1

We promise to present you with test scores in an understandable way and give you a plan for improving any areas of weakness. We will never just test to give you scores. We test so that we can give you answers and develop a comprehensive plan to help you reach your goals.

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We will only recommend to you what we would for a member of our own family in the same situation.

3

When making a recommendation for a program, it will be based on what is the least amount of intervention that may be provided and still fully address all concerns and help you achieve your goals.

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Prior to starting any program, we will discuss with you, in as much detail as you desire, all the details of the program, including program options, the time we expect the program to take, the benefits of the program, how much the program will cost, and how you will pay for the program. We promise to be upfront about all costs. There will never be any hidden charges or fees.

5

We will do our best to accommodate requests and structure programs and testing to be as convenient as possible. If you ask us, unknowingly, to structure testing or a program in a way that we know will not yield optimum results, we will not provide the intervention as requested. We will explain to you the reasons why we cannot comply with the request, and we will help you create an alternative plan that will result in maximum gains.

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We will not do anything intentionally that would compromise the trust between you and any of our staff. If you have any concerns or hesitations about being here, we will always be eager to discuss those concerns so that we may resolve them.

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We understand that when you choose to engage our services you trust us with your time, money, and, most importantly, yourself or your loved one. We understand that you are taking a risk and putting hope in the solutions that we provide. We promise to respect and value that trust and never take it for granted.

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We will make every effort to fulfill our promises 100% of the time. We will work diligently to ensure that we do not recommend a program for anyone if we are not confident the program will succeed. And, if ever we make an error, we promise to correct it promptly.

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Again, we value you and are so excited to serve you in any way that we can!