

Terms

1. The Client must advise Togetherall Limited immediately if there are any changes to the details set out above.
2. This Order Form and delivery of all Togetherall services within it are subject to the Togetherall Customer Terms found here: <https://togetherall.com/en-gb/customerterms-0522/>
3. By signing this Order Form the Client accepts the Togetherall Customer Terms which together with this Order Form and all documents incorporated by reference in the Customer Terms constitutes the Agreement between Togetherall and the Client.
4. Any additions or amendments to the Customer Terms must be accepted in writing by an authorised officer of Togetherall and may result in Togetherall varying the fees.
5. The applicable specifications for the Service can be accessed here: <https://togetherall.com/en-gb/servspec-0225/>
6. All fees exclude reasonable travelling, accommodation and venue expenses which will be chargeable in addition at cost where applicable.
7. All pricing excludes value added, sales, services, business and withholding taxes, bank charges, and similar, which will be chargeable to the Client as applicable.
8. Your contract will automatically be renewed annually after the initial term unless you tell us that you do not want to renew by providing written notice at least 30 days prior to the end of the current term. Togetherall reserves the right to adjust pricing at renewal.
9. Sales proposals, marketing material and all related materials do not form part of this Order Form.
10. Our preferred payment method for invoices is by bank transfer and a processing fee will be charged if another payment method is used.
11. Promptly upon execution of this Order Form, the Client shall nominate a suitably authorised person to work with Togetherall on a press release or case study prepared by Togetherall about the Client's selection of Togetherall and the business case for the use of Togetherall services ordered under this Order Form. The final text of any such press release and/or case study is subject to the Client's written consent prior to publication.
12. Togetherall has an escalation and reporting procedure in place to deal with emergencies (i.e. when a Togetherall – Wall Guide has a serious and immediate concern for the safety of a member on the platform as being at risk of harm). This procedure, specified in <https://www.Togetherall.com/house-rules/> tries to ensure that, when a Wall Guide becomes aware that any member on the platform is at risk, the end user receives urgent help from the emergency services or suitable health care professionals.
13. The Customer acknowledges and agrees that where members on the platform are located in a country other than UK, Ireland, USA, Canada or New Zealand: Togetherall may not always be able to contact the local emergency services, or suitable health care professionals, directly due to lack of information or language barriers; Togetherall will use all reasonable endeavours to ensure the member receives appropriate support, including but not limited to following any suitable Customer's emergency escalation process notified to Togetherall in advance; the Customer agrees to assist Togetherall fully and expeditiously to ensure the member receives appropriate support (if Togetherall so requests).
14. Trained Peers are individuals recommended or referred by the institution/organization to participate in the Togetherall Trained Peer program which includes:
 - a. Pre/Post surveys and evaluation.
 - b. Training/onboarding as a Togetherall Trained Peer including (a) basic mental health peer-support skills/knowledge for the digital environment, (b) training in the Togetherall platform, and (c) training/access to the Togetherall Trained Peer dashboard and tools
 - c. Support of Trained Peer activity by Togetherall licensed/registered mental health practitioners.
 - d. Attendance at least one roundtable group supervision by a licensed/registered mental health practitioner.
 - e. Trained peer access to self-guided training activities and related evaluations.
 - f. Reporting to the institution on Trained Peer progress in program requirements.
 - g. Provision of a "Togetherall Trained Peer" digital certification upon successful completion of all aspects of the program.
15. The Client shall ensure that it has all necessary notices and consents in place to enable lawful transfer to Togetherall of the Personal Data of individuals that the Client recommends for the Trained Peer program and must give full information to the individual whose Personal Data may be processed under this Agreement of the nature of such processing. This includes giving notice that, on the termination of this Agreement, Personal Data relating to them may be retained.
16. This Order Form is valid if signed and returned to Togetherall within 30 days **or end of Quarter (whichever is sooner – ***DELETE after editing the most relevant date to use***).**