



WEBSITE TERMS OF USE & TERMS OF SERVICE

Clear terms for website use, online forms, resources, scheduling, and website-based services

Draft for Attorney Review

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Website	knotaloneiep.com	Status	Final

Welcome to the website of Knot Alone IEP Advocacy & Coaching LLC ("Knot Alone," "we," "us," or "our").

These Website Terms of Use and Terms of Service ("Terms") govern your access to and use of the Knot Alone website, online forms, resources, scheduling tools, document-submission features, and other website-based services.

By accessing or using this website, submitting an online form, or selecting a checkbox indicating your agreement to these Terms, you acknowledge that you have read and agree to these Terms.

If you do not agree with these Terms, please do not use the website or submit information through it.

1. About Knot Alone

Knot Alone provides educational advocacy, IEP and 504 support, parent coaching, educational consultation, document review, meeting preparation and attendance, and related educational services.

Information provided through this website is intended to help parents, guardians, and families better understand educational processes, available services, and options they may wish to consider.

2. Knot Alone Is Not a Law Firm

Knot Alone is not a law firm and does not provide legal advice or legal representation.

Information provided on this website, through educational materials, during consultations, or as part of Knot Alone's advocacy and coaching services should not be interpreted as legal advice.

Knot Alone does not act as legal counsel, does not create an attorney-client relationship, and does not represent clients in legal proceedings.

Questions concerning interpretation of law, legal strategy, due process proceedings, mediation, administrative complaints, litigation, appeals, statutes of limitation, or other legal rights should be directed to a qualified attorney.

3. Website Use Does Not Create a Client Relationship

Visiting the Knot Alone website, sending an email, completing an inquiry form, uploading documents, scheduling an introductory consultation, or otherwise contacting Knot Alone does not by itself establish a client relationship.

A client relationship begins only after Knot Alone has agreed to provide services and any required service agreement, authorization, intake requirements, and payment arrangements have been completed.

Knot Alone reserves the right to decline a request for services when appropriate.

4. Separate Client Services Agreement

Clients who retain Knot Alone may be required to enter into a separate Client Services Agreement or other written agreement governing the specific services being provided.

That agreement may address matters including scope of services, fees, cancellations, communications, confidentiality, records, meetings, responsibilities of the client and Knot Alone, limitations of services, and termination.

If a provision of these Website Terms conflicts with a signed Client Services Agreement regarding professional services, the Client Services Agreement will control with respect to those services.

5. Educational Information Only

Resources provided on this website—including articles, guides, checklists, videos, podcasts, downloads, frequently asked questions, or other educational materials—are provided for general informational and educational purposes.

Special education decisions are individualized. Information that may be appropriate for one student or family may not be appropriate for another.

Users should not rely solely on general website information when making significant educational, legal, medical, therapeutic, or financial decisions.

6. No Guarantee of Outcome

Knot Alone may provide information, advocacy, coaching, recommendations, strategies, and support intended to help families navigate educational processes.

However, Knot Alone cannot guarantee a particular:

- IEP or 504 decision;
- eligibility determination;
- evaluation result;
- accommodation or service;
- school placement;
- meeting outcome;
- educational outcome;
- response from a school or school division; or
- resolution of a disagreement or dispute.

Final decisions made by schools, school divisions, evaluators, agencies, courts, hearing officers, service providers, parents, and other third parties are outside Knot Alone's control.

7. Important Deadlines and Urgent Matters

The Knot Alone website and general inquiry forms should not be used as the sole method for communicating an urgent deadline or time-sensitive matter.

Submission of a form, email, document, or message does not guarantee that it will be reviewed immediately or before a particular educational or legal deadline.

Clients are responsible for promptly informing Knot Alone of known meetings, response deadlines, evaluation timelines, hearings, complaints, due process matters, attorney involvement, or other time-sensitive circumstances in accordance with their Client Services Agreement.

If a matter involves a legal deadline or the possible loss of legal rights, users should consult a qualified attorney.

8. Client and Student Information

Parents and guardians may voluntarily provide educational records or other information concerning their children, including IEPs, 504 Plans, evaluations, eligibility documents, progress reports, assessment information, correspondence, and related records.

By submitting such information, you represent that you are the student's parent, legal guardian, educational decision-maker, or otherwise authorized to provide the information to Knot Alone.

You authorize Knot Alone to receive, review, store, and use submitted information for the purposes described in our Privacy Policy, applicable consent forms, and any Client Services Agreement.

Submission of records does not authorize Knot Alone to disclose those records to a school or other third party unless such disclosure is otherwise authorized or reasonably necessary under an applicable client agreement.

9. Privacy and Security

Your use of this website is also subject to the Knot Alone Privacy Policy, which describes how we collect, use, protect, retain, and disclose information.

Knot Alone uses reasonable administrative and technical safeguards to protect information entrusted to us. However, no website, electronic communication method, cloud platform, or data-storage system can be guaranteed to be completely secure.

Users should use Knot Alone's designated document-upload or secure sharing methods when submitting sensitive educational records whenever possible.

10. Website Intended for Adults

This website is intended primarily for parents, guardians, caregivers, and other adults seeking information or services.

It is not directed toward children under the age of 13, and children under 13 should not directly submit personal information through the website.

Parents and guardians may provide information concerning their children when seeking services from Knot Alone.

11. Scheduling and Virtual Meetings

Knot Alone may provide online scheduling and virtual meeting services through approved third-party platforms such as Google Workspace and Google Meet/Zoom.

Scheduling a meeting does not guarantee that Knot Alone has accepted a person as a client unless otherwise confirmed.

Participants are responsible for accessing virtual meetings from a reasonably private location and protecting the confidentiality of information displayed or discussed on their own devices.

Knot Alone does not routinely authorize recording of client meetings. Audio or video recording may occur only when appropriate authorization and consent requirements have been satisfied.

12. Payments

Some Knot Alone services may be purchased, scheduled, or paid for through the website or through a third-party payment processor.

Prices and payment requirements will be disclosed before purchase or addressed in an applicable Client Services Agreement.

Payment does not alter the scope of services described in the applicable agreement.

Payment-card and other financial information may be processed by third-party payment providers subject to their own security, privacy, and contractual terms.

Any applicable cancellation, rescheduling, refund, or unused-service policies will be governed by the Client Services Agreement or the terms presented when a service is purchased.

13. Electronic Communications and Signatures

By communicating with Knot Alone electronically, completing electronic forms, electronically signing documents, or checking an electronic box indicating agreement, you consent to conducting those transactions electronically.

You may retain electronic copies of agreements and communications for your records.

14. Permitted Website Use

You may use the Knot Alone website and publicly available resources for your own personal, lawful, noncommercial use.

You may not intentionally interfere with website security or operation; attempt unauthorized access to accounts, records, or systems; introduce malicious software; impersonate another individual; submit information you are not authorized to provide; use the website for unlawful, fraudulent, threatening, or abusive purposes; or reproduce or commercially distribute Knot Alone's proprietary materials without permission.

15. Intellectual Property

Unless otherwise stated, the Knot Alone name, logo, website design, original written materials, graphics, downloads, training resources, guides, checklists, videos, podcasts, and other original content are owned by or licensed to Knot Alone and are protected by applicable intellectual-property laws.

You may download or print materials made available for personal use by your family unless otherwise indicated.

You may not reproduce, publish, sell, license, modify, distribute, or commercially exploit Knot Alone materials without prior written permission.

Nothing in these Terms transfers ownership of Knot Alone intellectual property to a website user or client.

16. Materials You Submit

You retain ownership of records and other materials you provide to Knot Alone.

By submitting information or documents, you provide Knot Alone only the permission reasonably necessary to receive, store, review, reproduce internally, and otherwise use those materials for responding to your inquiry, providing requested services, maintaining business records, and fulfilling legitimate legal, insurance, or administrative responsibilities.

This provision does not give Knot Alone ownership of a child's IEP, evaluation, family records, photographs, or other client materials.

17. Third-Party Websites and Resources

The Knot Alone website may link to resources provided by schools, government agencies, educational organizations, service providers, social media platforms, payment processors, or other third parties.

Those websites are controlled by their respective operators and may have different privacy, security, accessibility, and terms-of-use practices.

A link provided by Knot Alone does not necessarily constitute an endorsement or guarantee of the third party, its services, or its information.

18. Recommendations and Third-Party Professionals

Knot Alone may sometimes provide information about attorneys, evaluators, therapists, tutors, educational specialists, schools, programs, or other third-party professionals and services.

Unless expressly stated otherwise, those providers are independent of Knot Alone.

Clients remain responsible for deciding whether to engage a third-party provider and for evaluating that provider's qualifications, fees, services, and suitability.

Knot Alone does not guarantee the performance, recommendations, availability, or results of independent third parties.

19. Website Availability and Accuracy

Knot Alone seeks to provide useful and accurate information but does not warrant that every website resource will always be complete, current, error-free, or appropriate for every situation.

Educational rules, procedures, guidance, programs, and third-party information may change.

Knot Alone may modify, update, suspend, or discontinue website content or functionality when reasonably necessary.

20. Limitation Regarding Website Use

To the fullest extent permitted by applicable law, Knot Alone will not be responsible for indirect, incidental, special, or consequential losses arising solely from use of, or inability to use, the public website or general informational materials.

This limitation is intended to apply to website use and general informational resources and does not replace or expand any liability provisions contained in a separate Client Services Agreement governing professional services.

Nothing in these Terms is intended to waive or limit any right, remedy, duty, or liability that cannot lawfully be waived or limited.

21. Termination or Restriction of Website Access

Knot Alone may restrict or terminate access to website features when reasonably necessary to protect the website, clients, Knot Alone personnel, information systems, intellectual property, or other users from misuse or unlawful activity.

Termination of website access does not itself alter obligations under an existing Client Services Agreement.

22. Governing Law

To the extent permitted by applicable law, these Terms will be governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict-of-law principles.

Nothing in these Terms prevents a consumer from exercising rights or remedies that cannot lawfully be waived.

Any separate dispute-resolution provisions contained in a signed Client Services Agreement will govern disputes arising from professional services covered by that agreement.

23. Changes to These Terms

Knot Alone may update these Terms as its website, services, technology, or business practices change.

The current version will be posted on the website with an updated "Last Updated" date.

Material changes will apply prospectively to the extent required by applicable law and will not automatically modify an existing signed Client Services Agreement.

24. Severability

If a provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

25. Entire Agreement Regarding Website Use

These Terms, together with the Knot Alone Privacy Policy and any additional terms expressly presented through the website, constitute the agreement governing general use of the Knot Alone website.

They do not replace a separately executed Client Services Agreement governing professional advocacy or coaching services.

26. Contact Information

Questions regarding these Terms may be directed to:

Knot Alone IEP Advocacy & Coaching LLC

Website	knotaloneiep.com
Email	kellie.solenberger@knotaloneiep.com

WEBSITE IMPLEMENTATION NOTES

Website acceptance language

Immediately above the Submit or Purchase button where you want affirmative acceptance, I recommend:

Recommended Website Acceptance Checkbox

☐ I have read and agree to the Knot Alone Website Terms of Use and acknowledge the Privacy Policy. I understand that submitting this form does not create an attorney-client relationship or, by itself, establish a client relationship with Knot Alone.

For a general visitor who isn't submitting information, links to Privacy Policy and Terms of Use should also appear in your website footer.

Together, we untangle the path forward.