

**PAYMENT POLICY** (Effective January 13, 2021)

Both therapy and spiritual direction clients are private pay. Payment is expected at the time that services are rendered. I accept cash, check, PayPal, Venmo and Zelle as forms of payment.

I will provide therapy clients with the information you need to submit claims to your insurance company for services from an out of network provider.

**MISSED SESSION AND CANCELLATION POLICY** (Effective January 13, 2021)

Your decision to engage my services for the sake of your psychological and/or spiritual well-being requires a commitment from both of us. As such, therapy or spiritual direction sessions are scheduled in advance and are times reserved exclusively for you.

Therefore, as your therapist or spiritual director, I agree to the following conditions:

1. If you are double-booked for an appointment, or
2. If I miss an appointment without giving at least 24 hours' notice, except in the case of a serious illness, family emergency, accident or extreme weather, or
3. If I am more than fifteen (15) minutes late for your appointment, you will receive a free spiritual direction or therapy session.

Likewise, please note that if you miss or cancel your appointment without adequate notice, it impacts you, me and another client/directee who could have potentially utilized your time slot. Missing a session or cancelling it without at least 24 hours' notice means that I cannot use that time for another individual(s). Therefore, *the full fee for your session will be charged unless you provide advance notice of at least 24 hours.* The only exceptions to this policy will be if you have a serious illness, a family emergency, an accident or, for in person clients, if there are weather conditions that make driving to your appointment unsafe. Note that, in the latter case, you have the option of attending our session via phone or Zoom.

If you need to cancel your appointment, you can do so by calling, texting or emailing me. Feel free to **contact me at either (717) 779-3742 (cell) or [astlouis@forhealingandhope.com](mailto:astlouis@forhealingandhope.com)**. As soon as possible, I will confirm that I have received your cancellation.

If you are unsure about any part of these policies, feel free to ask me for clarification. I would be happy to discuss it with you.

By signing below, we both agree to the conditions of these policies. Thank you, and I look forward to journeying with you!

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CLIENT/DIRECTEE

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DATE

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THERAPIST/SPIRITUAL DIRECTOR

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DATE