

Policies for Receipt of Healing/Counseling Services

By e-mailing Jordana Van to schedule your session, you are indicating that you have read, understood, and agree to ALL of the following. Please print and keep a copy for your records.

1. Payment is accepted through either PayPal© or Zelle© **only** and is due at the conclusion of my session. If I would like to use Zelle©, I am responsible for setting up a Zelle account *no later than 48 hours before my session*. I do not need to have a PayPal account to pay a PayPal invoice.
2. Once I have indicated that I would like to work with Jordana Van, a day/time for the session will be established, and she will send a confirmation page to my e-mail address. To hold my session, I must respond to this confirmation within 24 hours. Once I have e-mailed Jordana my confirmation, my session will be confirmed. If I fail to respond within the allotted time, my session-space will be given to another client.
3. By confirming my session, I agree to be available at the time on which Jordana and I have agreed. If I am not, I am allowed a ten-minute grace-period, during which Jordana will again attempt to reach me. If Jordana is able to reach me within that ten minutes, ***my session will still be billed as though it had started at the agreed-upon time***. If Jordana is not able to reach me within ten minutes of my session's start-time, my session will be cancelled. It is up to Jordana's discretion whether or not I will be permitted to reschedule, and I will be required to pay for my session at the time of rescheduling, rather than at its conclusion.
4. Session fees are calculated in 5 minute-increments, which are rounded up. If my session is 91 minutes long, I will be billed for 95 minutes.
5. If I must cancel my appointment, I will do so as soon as possible, and no later than 48 hours prior to my session day/time. I will then have the opportunity to schedule a new session. If circumstances require me to cancel my appointment at the last minute, it is up to Jordana's discretion whether or not a replacement session will be scheduled. In both of these cases, if a replacement session is scheduled, I will be asked to pay my session at the time of scheduling, rather than at its conclusion.
6. If am a **returning** client and would like to reschedule after cancelling a confirmed session, I will be asked to pay for 1 hour of session time at the Returning Client rate (\$100.00 + a 4% processing fee for PayPal payments and no processing-fee for Zelle) at the time of rescheduling. If I am a **new** client and would like to reschedule after cancelling a confirmed session, I will be asked to pay for 1 ½ hours of session time at the New Client rate (\$300.00 + a 4% processing fee for PayPal payments and no processing-fee for Zelle.). Whether I am a new or returning client, if I am scheduling an Animal Totem/Spirit Guide Interpretation, my session will cost an additional \$50 (before the processing fee).

My pre-session payment is non-refundable and cannot be applied to any session but the newly rescheduled one. If I cancel the newly rescheduled session, I will need to pay for a new session entirely if I would like to reschedule a second time. If my rescheduled session exceeds the amount of time for which I have already paid, I will be billed at a rate of \$100.00/hr. for the remainder of the time at the conclusion of my session.

7. Three subsequent cancellations will result in my termination as a client.

8. If I must cancel or change my appointment time, I can reach Jordana at the e-mail address or phone number below.

Jordanavan@ravenlightholistichealing.com

(812) 786-8416 (Eastern Time)

9. If Jordana must cancel my session for reasons on her end, she will let me know as soon as she is aware of the need. This will occur via email if the awareness occurs 24 hours or more before my scheduled session time. In the *extremely rare* case that she must cancel 24 hours or fewer before my scheduled session time, she will contact me via text message. An attempt will be made at that time or shortly thereafter to schedule a new session for the soonest open day/time that meets my needs.