

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 a copy for your records.

1. Payment is accepted through Square© and is due immediately following my session. If this payment method does not work for me, I will let Jordana know during the scheduling process, and other options may be discussed. 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 in the manner indicated on the page 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.**

2. 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 scheduling, rather than at its conclusion (The amount I will be required to pay covers 1 ½ hours of session time: \$150.00 + a \$6.00 card-processing fee. If my session lasts less than 1 ½ hours, the remaining funds are non-refundable and **will not** be applied to a future session. If my session winds up exceeding 1 ½ hours, I will be billed for the remainder at the conclusion of the session.).

2. 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 these cases, if a replacement session is scheduled, I will be asked to pay for my session at the time of scheduling, rather than at its conclusion (see above).

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

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

Jordana Van
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