

Mosden Music Therapy

Client Policy

Cancellations:

1) Mosden Music Therapy believes in preserving the client-therapist-family relationship to the best of our ability.

2) Payment will only be required for a cancelled session if the therapist is en route to the house when the cancellation is made, or if the therapist has already arrived at the house without being made aware of the cancellation.

3) A minimum of 24 hours is required for a music therapy service cancellation. Any notifications made under the 24 hour time frame will result in the individual being billed for the service and charged a \$25 cancellation fee. Mitigating circumstances (i.e. emergency or illness) for notifications under 24 hours will be considered.

4) Clients may receive one “freebie” cancellation per quarter. This will not result in any fees or changes to schedule, unless it is canceled in under 24 hours.

Quarter 1: January 1st - March 31st

Quarter 2: April 1st - June 30th

Quarter 3: July 1st - September 30th

Quarter 4: October 1st - December 31st

5) Once a client has refused services a total of three (3) times, the services will be suspended until the client requests for the services to be reinstated. Payments for the services are still expected if a client refuses their scheduled therapy. Once a client has refused services one (1) more additional time following the reinstatement of therapy services, the music therapist can/will reserve the right to terminate services. Clients will be notified of this decision verbally and in writing.

6) To make sure we are all at our best, and to reduce the health risk to our other clients, if an individual is contagiously ill (i.e. cold, flu, etc.), the session will be cancelled until health has been restored and rescheduled with no penalty fee.

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Scheduling:

- 1) Once a client has secured a spot on the MMT schedule, they are guaranteed sessions until termination if sessions proceed as scheduled. Three (3) or more consecutive cancellations will result in a removal from therapist's schedule. Client will then be placed on a waitlist, or moved to a new time-slot.
- 2) Music therapists reserve the right to change their schedule as needed.
- 3) Music therapists will give clients at least four weeks notice for pre-scheduled cancellations including but not limited to vacations, continuing education courses, and personal appointments.

Payments:

Payments for services may be paid at the time of service, prior to service, or following service. You may pay for an entire month of sessions in advance. Payment plans are available for consideration for those clients who can establish financial need. Clients who do not pay at the time of service or within 30 days of the service will be suspended from receiving sessions and will be removed from their therapists schedule until the account is current. Once an account has reached 30 days past due, a late fee of 5% will be added to the total amount due. We will not hold time slots until payment on an account is up to date in this instance. As soon as a client is removed from the schedule, that time slot is immediately considered available for another person.

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Collections:

*All accounts that are beyond 60 days past due will go to collections and will be resolved through small claims court and/or a collections agency. All lawyer fees, court costs, and other relevant costs will be given to the judge and requested to be legally ordered the responsibility of the client. All persons who are making steady and regular weekly payments to get their account caught up *will not* be referred to collections. Payment plans are available for those clients who can establish a financial need.*

Exchange & Returns:

All products and services are non-refundable, unless otherwise stated.

I the undersigned have read the terms and conditions stated above and agree to abide by them. I recognize and take responsibility for violating this policy in any way.

Print Name: _____

Signature: _____

Date: _____