



Policies

At Groundswell MFR, we understand that life can be unpredictable, and sometimes plans change. To ensure the best care for our service, and the most considerate and compassionate service possible for each and every one of our clients, their families, and their loved ones, we have the following policies:

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1. Payment and Refunds:

- Groundswell MFR, LLC accepts payment in the form of: Cash, Credit card, Personal check, Zelle, Paypal, and Venmo. Groundswell MFR, LLC does not accept payment through Private Insurance, Medicare, or Medicaid
- Payment in full for scheduled session (i.e. reservation of requested appointment date/time) is required at the time of booking. An invoice will be emailed to you with payment information.
- All penalty fees will be charged to the credit card on file/settled prior to the continuation of service or deducted from the visit count/total included in any prepaid packages.
- Packages/group of sessions must be paid in full and are non-refundable.
- If session is terminated prior to entire duration of scheduled appointment time, client is still responsible for payment in full amount of reserved time, on the day treatment is provided.

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2. Appointment Change(s) (i.e. Rescheduling) and Cancellation(s):

- Communication of appointment change(s)/rescheduling and cancellation(s) is required by phone call 48 hours before scheduled appointment.
- If an appointment is rescheduled, it is the client's responsibility to provide communication by phone call to cancel previous appointment (to be provided 48 hours before said appointment) prior to rescheduling another treatment, or client may be subject to pay applicable fees for both/all treatments.
- If communication by phone is provided less Than 48 Hour Notice for cancellations or rescheduling request made less than 48 hours of the



appointment time, a penalty fee of \$75.00 will be charged, and must be paid before rescheduling and/or continuation of service.

- In the event of an emergency, the therapist/Groundswell MFR, LLC has the right to enforce and/or waive any and all applicable penalty fees

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3. No-Show Policy

- A \$75.00 penalty fee will be charged for: “no-show,” missed scheduled appointment time, and/or if communication (only by phone call) for missed appointment given less than 48 hours before scheduled appointment time
- After the first “no-show”/missed visit, continuing service must be paid for in full at the time of booking future sessions

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4. Emergency Cancellations:

- In the event of an emergency, the therapist/Groundswell MFR, LLC has the right to waive any and all applicable penalty fees.
- Please call as soon as possible to inform us of your emergency and inability to keep your scheduled appointment.

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5. Late Arrivals:

- Please arrive at least 10 minutes before your scheduled appointment time to receive the full duration of your service.
- If you arrive up to 20 minutes late, you will be offered treatment for the remainder of your reserved treatment session time’s end.
- The full-service fee and applicable deduction of a visit from your package will still apply.

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6. Prepaid Packages:

- Package of 6 visits must be used within 8 weeks from date of purchase or use of first package/discounted visit.



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- Package of 10 visits must be used within 12 weeks from date of purchase or use of first package/discounted visit.
- Full payment of package is required before discount rate is applied
- Packaged visits must be scheduled within three days from date of purchase
- Groundswell MFR, LLC policies continued (page 3 of 3)
- Discounted price is applied immediately (if client chooses), that is if package is purchased and paid in full on the day that treatment is provided, discounted rate is applied to that visit and is deducted from packaged visit count total
- Cancellation/rescheduling of visits does not extend the window during which packaged/discounted visits must be redeemed
- Therapist has the right/ability to extend the window in the event that therapist's scheduling options require.
- No refunds for discount packages and its included sessions.

_____ 7. Communication:
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- Conversations and questions will be done by phone call.
- Automated reminders are a courtesy and will be delivered by email. In the event that an automated email reminder is not received, it is the client's responsibility to call to receive clarification of scheduled appointment.
- General information, newsletters, educational materials/supplements, and upcoming events will be shared by email, on social media, website, blog and/or vlog.

(printed name) _____

(signature & date) _____