

## Policy and Agreement

Successful relationships are based on clear policies and procedures, so please review the following. If you have any questions, ask me at our next session. Unless you have asked about a policy, we both accept that you have read, understood, and agreed to all policies and procedures in this document.

### *Call Policy:*

- Call me at 305-754-7246 at our appointment time. If you get my voice mail, please hang up, wait one or two minutes, and call again, our clocks may not always be synchronized.
- If I have to change an appointment, I will always reschedule it and make sure you have the calls you paid for.
- If you need to cancel or reschedule the session, please give 72 hours notice. Please understand that it is difficult to reschedule. You are financially responsible for the session even if it cannot be rescheduled.
- If you miss an appointment with less than 72 hours notice, it is not rescheduled and you are financially responsible.
- Client pays for long distance charges, unless otherwise agreed.
- Email: after the 1<sup>st</sup> 5 minutes client is billed in 15 minute increments.

### *Payment Procedure:*

Payment is made in advance for each month of coaching or counseling. The first session will begin once this agreement is signed, sent to me, and the first month's payment is received.

*Print Name:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Confidentiality:* All interactions with you are confidential

*Referrals:* My practice fills by referrals. If you are benefiting from our relationship, I hope you will refer your colleagues and friends to me.