

## Payment & Cancellation Policy

Thank you for choosing JKLTC (Justyna Kulczyk-Lewinska Therapy Centre) for your therapy needs. We are committed to providing you with the highest quality care. Please understand that the timely payment of your bill is an integral part of our service. This payment policy represents an agreement between you and us for the payment of services rendered. By acknowledging this policy, you agree to pay for the services provided to you.

Please carefully review the following information:

1. All therapy fees are due as follows:
  - At least 48 hours before the booked session or as soon as possible if there is less than 48 hours until your appointment.
  - The therapy session will be placed on hold until the balance is paid in full.
2. We currently accept the following payment methods:
  - Via Online Booking System by using PayPal service or
  - Via Transfer payment to the J. Kulczyk-Lewinska bank account with the following details:
    - Name: Justyna Kulczyk-Lewinska
    - Account number: 14050068
    - Sort code: 77-49-09
    - Reference: PST
3. Invoices: If you require invoices before payment or confirmation of your payment, please contact our office via email at [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com).

Please read and check all boxes to acknowledge understanding and then sign below:

I understand that I am responsible for all costs/fees that any third-party payer (e.g., insurance company, private school, etc.) does not cover. In the event that a third-party payer determines that rendered therapy services are "not covered" or otherwise denied, I will be responsible for all outstanding charges. I understand that I will be billed accordingly and will be responsible for immediate payment. I also understand that J. Kulczyk-Lewinska Therapy Centre will not become involved in disputes between me and my third-party source regarding uncovered charges or reasons for denial.

I understand that if fees are not paid in full, treatment sessions may be postponed or cancelled until payment is received.

I understand that refunds will be issued only in instances of overpayment. All refunds will be processed within 30 days after the overpayment is discovered on the client's bill or at the time the refund is requested. Refunds for payments made with a credit card will be credited back to the credit card used.

I understand that all cancellations require 48 hours' notice and are non-refundable. In situations where you are forced to cancel your session within a few minutes before it takes place (less than 48 hours), please contact [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com) and notify us of your inability to attend the session. At your request, the fee can be rescheduled for the next designated date and time or returned to your account.

I, \_\_\_\_\_, (client name) understand the payment policy and the risks of not adhering to it.

### **Attendance/Cancellation Policy**

Attendance and active participation in therapy, along with full compliance with any associated home programs, are crucial for therapeutic success. While we understand that illnesses and emergencies can happen, we kindly request that you minimize frequent cancellations or "no-shows." Please adhere to the following policy regarding cancellations:

1. All cancellations must be made at least 48 hours prior to your scheduled appointment. Please contact the office via email at [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com).
2. If you are more than 15 minutes late to your appointment, we may decide whether the appointment should proceed. If the appointment continues, it will conclude at the originally booked appointment time (we will discuss if it's possible to proceed with the full 50 minutes, depending on our next client's booking after your appointment). Any booked appointment that is cancelled due to late attendance will count as one of your allocated therapy sessions, and the fee will not be refundable.
3. The fee will not be refundable under the following circumstances:
  - Cancellations made with less than the required 48 hours' notice, except in emergency situations when you unexpectedly have to cancel your appointment.
  - If the client fails to show up for a scheduled appointment.

I, \_\_\_\_\_, understand the attendance/cancellation policy and the risks of not adhering to it.