

Thank you for choosing the JKL Therapy Centre to serve you. We are committed to providing you with the highest quality care. Please know that the timely payment of your bill is an integral part of our service and as such, this payment policy is an agreement between you and the JKL Therapy Centre for payment of services provided. By signing this policy, you are agreeing to pay for services provided to you. As a client of provided service by us, you are required to carefully review and sign this payment policy.

**Please read the following information carefully:**

1. All therapy fees are due:

- Minimum 48 hours before booked session or as soon as possible if there is less than 48 hours to your booked appointment.
- The therapy session will be placed on hold until the balance is paid in full.

2. We accept the following payment methods at this time:

a. transfer payment to the J. Kulczyk-Lewinska bank account on:

- Name: Justyna Kulczyk-Lewinska
- Account number: **14050068**
- Sort code: **77-49-09**
- Reference: **PST**

b. PayPal Link

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3. Invoices: if you wish to receive invoices before payment or you wish to receive confirmation of your payment, please contact our office via email on [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com)

**Please read and check of all boxes to acknowledge understanding and the sign below:**

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- We understand that we are responsible for all costs / fees that any third-party payer (ex. Insurance company, private school, etc.) does not cover. In the event that a third-party payer source determines that rendered therapy services are “not covered” or otherwise denied, I will be responsible for all outstanding charges. We understand that we will be billed accordingly and will be responsible for immediate payment. We also understand that the JKL Therapy Centre will not become involved in disputes between me and my third-part source regarding uncovered charges or reasons for denial.
- We understand that if fees are not paid in full, treatment sessions may be postponed or cancelled until payment is received.
- We 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.
- We, understand that all cancellations require 48 hours’ notice and that there will be **not refundable**.

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We understand that there are situations where you are forced to cancel your session even a few minutes before it takes place (less than 48 hours), then please contact [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com) and let us know that you are unable to attend the session. Then, at your request, the fee can be postponed to the next designated date and time or returned to your account.

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

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### **Attendance / Cancellation Policy**

There is a high demand for the low-cost psychosexual services, and therefore, we have a strict cancellation policy.

We want to provide you with the best care possible, and in order for us to do that, it's important that your therapy takes place on a regular basis.

We know from experience that psychosexual therapy is more successful if you're able to attend the full course of sessions allocated to you, and we currently offer 12 routine appointments within a course of therapy.

Please read the points below carefully so that you understand how the cancellation policy works and what could happen if you fail to attend any of your appointments.

- 48 hours before your appointment, we will send a reminder to your email address, giving you the option to confirm or cancel your appointment.

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- If you need to cancel a scheduled appointment, please let us know 48 hours in advance. You can reschedule your appointment by emailing the Therapy Centre on [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com). Please note that if you give less than 48 hours' notice, it will count as one of your sessions.
- If, for any reason, the Therapy Centre needs to cancel your appointment, we will contact you giving you as much notice as possible. We will reschedule your appointment; this will not be deducted from your sessions.
- If you do not attend an appointment and have not contacted the service to cancel it, we will assume you do not wish to continue therapy and you will be immediately discharged.
- If you cancel two appointments, you may be automatically discharged.
- If you are then re-referred back into the service, you will be added to the waiting list.

We, \_\_\_\_\_ (clients name), understand the attendance / cancellation policy and the risks of not adhering to it.

Client Name:

Signature:

Date:

Client Name:

Signature:

Date:

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