

*Anchored In Christ Ministry LLC*

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**Cancellation Policy**

A cancelled appointment impacts three people: you, your Biblical Counselor, and another client who could have potentially used your time slot. Therapy sessions are scheduled in advance and are a time reserved service.

When a session is cancelled without adequate notice, your Biblical Counselor is unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with an emergency.

Without a cancellation fee policy in place, your Biblical Counselor will lose capital and the opportunity to schedule another client, when or if, you late cancel or no show.

Anchored in Christ Ministry LLC cancellation policy is as follows: All changes must occur within the allotted 72-hour advanced notice. If you cancel or reschedule an appointment with less than 72-hours, or fail to show up, you will be charged a fee equal to your session rate. The session rate paid at the time of scheduling the appointment will be used to cover the cancellation fee.

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Your session rate will be charged when you miss or cancel an appointment without giving 72-hour advanced notice. This means that if an appointment is scheduled for 11:00 am on a Wednesday, notice must be given by 11:00am on Sunday at the latest.

You can cancel your appointment by leaving a voicemail message, texting, or emailing your Biblical Counselor. The time stamp of your communication will be used to determine if your communication meets the 72-hour cancellation policy.

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All counseling sessions are non-refundable. However, Anchored in Christ Ministry will honor a (6) six month credit for any monies paid for Biblical Counseling services that was not rendered, and that does not violate the above cancellation policy. The credited can be used at a later date and time. The credit expires six months from the date of the initial appointment. Clients are encouraged to contact the ministry to receive an email notification acknowledging the monies paid and expiration date of the credit. Scheduling a credit based session should be done via phone and not on the website.

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**Rescheduling**

**All rescheduling must be done via phone or email.**

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### Late

A late arrival entitles you to your remaining reserved time.

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### Exceptions

In the event of serious or contagious illness, extreme weather, or other unavoidable circumstances late cancellation fees may be waived. If you are unsure, please contact your Biblical Counselor for further guidance. **Exceptions will be considered providing proof. Final decision is at the discretion of the ministry.**

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### *Consider The Following*

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The cancellation policy is not a penalty or a punishment. Unlike other fee-for-service industries, your Biblical Counselor will generally only see a maximum of 6 to 8 clients per week. If a client cancels with less than a full 72-hour advance notice, it is unlikely that the time slot will be filled by another client. In addition to being a time commitment, this experience is for your personal growth and should be taken seriously.

### **Payment for Services Rendered Agreement**

I understand that payment for all reserved sessions is **expected at scheduling**. I understand that I will be expected to pay for any additional time at the end of the session. For example, if the session lasts longer than the scheduled prepaid 1-hour. A full hour's rate is expected for any additional time that exceeds 15 minutes.

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**A 3.5% Convenience Fee will be added to all payments made by credit card. This fee will be due at the time of credit card payment and is non-refundable.**

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If payment is made by check, there will be a thirty-five dollar (\$35.00) additional charge for each returned check. Additional acceptable forms of payments are: Cash, Cashapp, and Zelle.

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### **Romans 13:1-2 ESV**

Let every person be subject to the governing authorities. For there is no authority except from God, and those that exist have been instituted by God.

Therefore whoever resists the authorities resists what God has appointed, and those who resist will incur judgement.

**Romans 13:7 ESV**

Pay to all what is owed to them: taxes to whom taxes are owed, revenue to whom revenue is owed, respect to whom respect is owed, honor to whom honor is owed.

**Proverbs 11:24-25 ESV**

One gives freely, yet grows all the richer; another withholds what he should give, and only suffers want. Whoever brings blessing will be enriched, and one who waters will himself be watered.

Please write your name, sign your signature, and date below acknowledging you have read and understand the terms and conditions of the **Cancellation Policy and Payment for Services Agreement**.

Print your name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Witness: \_\_\_\_\_