**Payment Policy:**

**Virtual Appointment:**

Payment is expected in advance of your booking. You will be contacted to schedule an appointment once payment is received.

Payment is not refundable. Rescheduling can occur if cancellation occurs within 24 hours of your scheduled appointment

Clarifying questions are encouraged and can be answered prior to payment to increase your comfort with the process.

**In Person Appointment:**

Cash, credit, or debit card:

Payment is expected at the time of your service.

PayPal or Venmo:

Payment is expected at the time of your service. Pre-payment is encouraged when using these services to ensure connectivity.

Rescheduling may occur if prepayment was made, and cancellation occurs within 24 hours of your scheduled appointment

Clarifying questions are encouraged and can be answered prior to payment to increase your comfort with the process.

**Punctuality Policy:**

**Virtual Appointment:**

Please log in to your computer at or slightly before our scheduled appointment in case you experience connectivity issues. Notify me as soon as possible if you are unable to attend your appointment or connect through your Zoom link.

If you arrive up to 15 minutes after our scheduled time to connect, your appointment will start once you arrive and be complete at the scheduled end time.

If you fail to arrive within 15 minutes of our scheduled time to connect without contacting me, your appointment will be cancelled, and your payment will be forfeited.

If you are unable to arrive within 15 minutes of our scheduled time and you contact me to let me know, your appointment may be rescheduled.

**In Person Appointment:**

Please arrive at or slightly before our scheduled appointment. Make yourself comfortable in the lobby area. I will meet you there at our scheduled time.

If you arrive up to fifteen minutes after our scheduled time to connect, your appointment will start once you arrive and be complete at the scheduled end time.

If you fail to arrive within 15 minutes of our scheduled time to connect without contacting me, your appointment will be cancelled. Nonrefundable pre-payment may be required for future appointments.

If you are unable to arrive within 15 minutes of our scheduled time and you contact me to let me know, your appointment may be rescheduled. Nonrefundable pre-payment may be required for future appointments.