

## Office Policies/Procedures/Rates

### **Payment**

My policy remains "Payment Due When Services Rendered". You will receive a paypal invoice prior to each scheduled session unless you choose to buy sessions in advance. Please see current rates below for more information.

### **Appointments**

I do my best to schedule your appointment at a time that is convenient for you. If you are unable to keep your appointment, please call me at 760.889.9319

### **Missed Appointment Policy**

Much time and effort is put into scheduling and confirming your appointments and since that time is reserved for you, I have to tell other clients that I am booked. Last minute cancellations and no shows make it impossible for me to utilize that time for other clients who also need to be seen.

If you need to cancel your scheduled appointment, please allow a minimum 24-hour notice. Otherwise a \$100 missed fee session will be assessed. (This policy is strictly enforced.) I ask that you either add a \$100 deposit or keep a CC on file with me in the event of a missed session.

The following circumstances are exceptions to 24-hour cancellation policy:

- You are a victim of a crime or involved in a car accident
- A medical emergency or extreme illness of you or a family member
- A natural disaster occurs

The following are not valid reasons to cancel in less than 24 hours:

- You forgot
- changed your mind
- just didn't feel like it
- the scheduled appointment time wasn't convenient
- you got asked out on a date
- you're hung-over and/or
- you had an alien visitation the night before

This policy applies to ALL clients. Cancellation notice should be left on my voice mail at 760.889.9319

### **Current Rates (effective July 1, 2016)**

- Individual sessions: \$175/hour
- Package of 4 sessions paid in advance will receive a 5% discount: \$665
- Package of 8 sessions paid in advance will receive a 10 % discount: \$1260

Maira Holzmann, LCSW  
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**Accepted Payments**

- Cash
- Check with a copy of your driver's license
- Credit Card
  - For all sessions paid with a credit card a 3% processing fee will be applied
- PayPal
  - For all sessions paid over PayPal, the surcharge fees will be applied to the balance

**Charges for additional administrative services**

- Letters to attorney's / Summary reports to institutions / Annual Receipts: \$20.00
- Requested phone call to other providers and/or friends/family members: \$15.00
- Faxed information to insurance carriers or any other request (cost per page): \$1.00
- Copy of records: \$20.00

These policies are enforced to support your commitment to the therapeutic process and my ability to continue providing the highest quality service to each client.

**Acknowledgment**

By signing below, you agree to having read this document and agree to abide by the Office/Policies/Procedures/Rates outlined herein.

Client Name (printed): \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you and I look forward to working with you!

Maira Holzmann  
LCSW  
Trauma Specialist  
Transformation Coach  
Journey Dance Facilitator  
Pleasure Ambassador