



dreamcatcher™
nature assisted therapy

1320394 Alberta Ltd. a.k.a. Dreamcatcher™

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www.dreamcatcherassociation.com

Client Fees Agreement Effective January 1st, 2023

If you have any questions about this agreement, please ask your therapist or admin before signing. In return for a full fee of \$220 per individual 50-minute session, Dreamcatcher™ will provide services for you.

Late/ Missed or Cancelled Sessions:

***All Cancellations must be made by phone either by speaking to admin or leaving a voicemail, or email to the Dreamcatcher™ office prior to the scheduled appointment: 780-809-1047 Ext. 1 or info@dreamcatcherassociation.com**

- Sessions that are cancelled with less than 24 hours notice will be charged half session fee, unless cancellation is due to emergency or severe weather. Administrative days are Monday through Thursday, excluding all holidays.
- Scheduled sessions that are missed **without notice** will be charged the full fee.
- Participants who arrive halfway through their session may result in having that session cancelled and will result in being charged the full session fee.
- Visitors and patrons are asked to not attend session if they are experiencing any symptoms of illness and to please cancel sessions ahead of time or request an online session if this is the case. Dreamcatcher™ reserve the right to decline to conduct sessions if the recipient of the session attends while exhibiting symptoms of illness. In the event that this occurs, the recipient will be requested to continue the session in an online or telephone format. If this cannot be done, the session will be billed as a late cancellation and the recipient sent home.
- Assessment Appointments can take up to 6 hours. Missed Assessment Appointments will result in a 50% of the total session charge, with the minimum fee being \$220.

Credit Card information Charges will be applied to this credit card in the event of a billable missed or cancelled session.

Name _____
Number _____

Expiry _____
CVV _____

Additional Requests:

Any Additional Requests are billed at full fee and the responsibility of the Payee. These include, but are not limited to Report Writing, Assessments, Consultations, Phone Counselling, Case Conferences, Therapist Mileage and Travel Time. Please note: Court Attendance and Preparation, as well as Group Counseling are provided at specialty rates. Please contact us for further information.

Alternative Funding:

Alternative funding providers such as FSCD, FNIHB, or insurance, do **NOT** cover any additional requests, missed or cancelled appointments, and as a result are the financial responsibility of the Payee. The percentage of eligible funding per session varies and is the responsibility of the Payee to determine what funding they have and what will be left owing to them.

Outstanding Invoices:

Payment is due at the start of each session. Invoices that are outstanding are subject to a 5% monthly interest fee until payment is received in full. If after 3 months' time, an invoice remains outstanding, it will be sent to collections.

Grievance Procedure:

If at any time and for any reason clients are dissatisfied with Dreamcatcher™ services, please contact Eileen Bona M.Ed. Director of Dreamcatcher™ at 780-809-1047 Ext 2. If concerns are not able to be resolved, clients may report complaints to the College of Alberta Psychologists at 780-424-5070. (All grievances will be dealt with respectfully and with confidentiality).

By signing below, you acknowledge that you have had sufficient time to read this document, understand it, and are in agreement. You are also aware that outstanding invoices surpassing 90 days are subject to proceed to collections.

Participant/Guardian/Payee Name

Participant/Guardian/Payee Signature

Date

Therapist Name

Therapist Signature

Date