



Deer Valley Counseling

"Skills for Better Living"

Payment Policy

If you need to cancel or reschedule an appointment please call **24 hours** in advance or your credit card on file will be charged at the full rate or you will be billed at the full rate.

You are responsible for attending each appointment you schedule unless you explicitly cancel or reschedule at least 24 hours in advance of the appointment. If you are sick call 24 hours in advance to cancel. If you feel better on the day of your appointment you can always call to reschedule. Appointments made less than 24 hours in advance cannot be canceled or rescheduled.

If you are late you will be charged the full rate for your appointment. If you have insurance you will be personally responsible for the entire cost since insurance will not pay for partial appointments.

Payment is due at the time of service. There will be a \$20.00 charge for each returned check. There will be a \$40 charge for each denied or chargeback credit card or debit card transaction.

Balances will be billed to the last address you give us. There is a \$10 fee for every bill sent out.

Accounts more than 60 days late may also be subject to collection and legal fees without notice. Overpayments will be refunded upon request. Refunds for overpayments will be mailed to the last address you give us. There is no refund for services, fees or missed appointments.

Telephone consultations with your counselor are billed at your counselor's standard rate, in fifteen minute increments, rounded up to the nearest fifteen minutes.

If you check out a book and do not return it within 30 days, you will be charged a \$20 book replacement fee.

You have the right to be informed of all fees that you are required to pay and to be informed of Deer Valley Counseling's refund and collection policies and procedures.

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