

Print Client's Name _____

Print Parent/Guardian's Name, if applicable _____

Policies and Procedures Agreement

Please excuse the tone of this document. While all our interactions will hopefully be positive, sometimes laying out the rules feels a little stiff and uncomfortable.

My current rate for guidance is **\$100** per hour. This includes on Skype, by phone, and in person. For established clients I will offer a half hour follow up for \$55. Short calls or emails are free; however, if you have questions that require extensive work or response time, I will ask you to book a follow up appointment.

I am offering an introductory special on my healing messages. The current cost is **\$200**. This is 3 to 5 (or more) hours of service from me including an initial 5-15 minute consultation via email, Skype, and/or phone; the time I spend alone meditating, transcribing, and translating; and a follow up 15-30 minute consultation via Skype or phone. Please note that this is not comparable to a typical reading from a psychic. You will receive a very detailed PDF of your message that runs anywhere from 3-20 pages. You will have anywhere from months to years' worth of emotional and spiritual healing work ahead of you based on what is detailed in this message. My clients have almost universally described the amount of information in these messages as "overwhelming."

My rates are subject to increase, but I will give 30 days notice to anyone on my newsletter e-mail list (<http://eepurl.com/FHXhb>) or anyone whom I see frequently. Rate increases will also be posted on my website.

All **cancellations and/or reschedules** must be received at least **24 hours** before your scheduled appointment in order to avoid being charged for your session. You may contact me by email on the weekend. A cancellation or reschedule of less than 24 hours will result in a charge of \$50; no-shows will be charged the full session fee. Please remember that all sessions can be done over the phone or using Skype so that there are few reasons for canceling at the last minute. I really don't care if you are in your pajamas and your hair is not done. ☺ If you do need to cancel or reschedule a session with less than a week's notice, please e-mail me at elizabeth@greenheartguidance.com. I do not check my phone messages often enough for this to be a reliable method for canceling an appointment on short notice.

If you are **late for an appointment**, your session will be shortened accordingly depending on my schedule and availability. Please call or email me if you know you are going to be late.

Please note that I have a **fragrance and smoke free policy** for in person appointments. Due to my own high sensitivity to perfume, cologne, aftershave, other highly scented body products, and cigarette/cigar smoke residue, I cannot work with clients wearing these items. If you show up to an in person appointment wearing a synthetic fragrance, having smoked, or wearing clothes are contaminated with fragrance and/or smoke residue from a previous wear, we will have to cancel the appointment at your expense. If you wish to wear these items or if you smoke or a family member smokes around you, then we will need to work together by Skype or phone.

Initial _____

As a general rule, I do not friend clients on my personal **Facebook or Twitter** accounts. I do have a business page on Facebook which you are welcome to follow.

<https://www.facebook.com/GreenHeartGuidance>

I charge a \$30 **insufficient funds check fee** in addition to the original check amount if your check bounces. This is to cover the fees my bank charges me when someone writes me a bad check. If you are trying to make ends meet until payday, please be clear with me so we can work out financial issues before accruing extra fees and hassles. Clients who bounce a check will be required to pay in advance over the internet in the future. Unpaid fees and appointment costs will be reported to credit agencies after six months.

Despite all these rules sounding so unfriendly, I do very much look forward to working with you!

Client or Parent/Guardian's Signature

Date

Life Coach's Signature

Date

[Type text]