

## Our Policies

Please understand that our policies were developed, with input from our clients, to optimize your success in our program and allow others to take advantage of our services.

A credit/debit card payment of the full amount of the comprehensive initial assessment (Visa, MasterCard, Discover or American Express) is required to reserve your time which was specifically set aside for you. Your credit card will be charged at least one week prior to initial consultation **and is non-refundable** unless you cancel your initial consultation with at least one full week's notice. Payments for Intensives are due one month prior to start of program and are non-refundable or transferrable. Credit/debit card will also be used to cover non-returned materials or bank fees for any reason.

Credit/debit card, cash or money order may be used to pay for follow up programs/appointments. All scheduled appointments must be pre-paid one full week prior to appointment and any Reconnect with Food program® paid for in advance in full **and are non-refundable or transferable at any time for any reason**. Individuals having a change in medical or psychiatric status needing facility admission may be credited remaining visits, or entire package if applicable, to be used upon discharge from admitting facility. Requests will be considered on a case by case basis; however no cash refunds will be granted for this reason regarding change in medical/psychiatric status at any time, regardless when enrolled.

All individual package programs, enrolled for the first time, are scheduled on a weekly basis unless prior commitments are planned for and discussed ahead of time. Other programs will be scheduled accordingly, based on individual needs and expiration date determined at that time.

Following the comprehensive initial assessment, any program must be scheduled within two weeks or comprehensive assessment will need to be completed and paid for before further appointments may be scheduled.

Appointments and daily schedule start on time. If you are late, it holds up the next person or schedule. Therefore, you will be given up to the time that the next person is scheduled and full visit will be charged and time slot accounted for. We do not confirm appointments so please make note of your appointment times.

Missing two scheduled sessions in a row, without pre-authorization one week in advance of appointment, will result in forfeiture of your time slot and confirmation with return receipt of confirmation is required to renew future time slot.

For any concerns or cancellations, please contact (248) 336-2868. We have a 24-hour answering service and do not always have access to e-mail. Do not leave a message at your doctor or therapist's office as we will not receive the message.

Any pre-paid fees for any program, monthly small group programs and all follow-up appointments will not be refunded or exchanged at any time. If cancelled in allotted timeframe, a credit for future visit will be given. All appointments will be forfeited if you do not show or cancel your scheduled appointment with at least one full week's notice. Make-ups may be available during the week of missed appointment if space permits. Also, phone visits are an option if you cannot make it to your appointment in person and do not want to be held accountable for a missed appointment.

Any pre-enrolled intensive session that is missed for any reason, and/or not covered by your insurance company, along with granted, will be billed directly to you.

**Reconnect with Food, a Division of Jump Start Consulting, LLC [www.reconnectwithfood.com](http://www.reconnectwithfood.com)**

I have read and understand the above policies:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time