



Certified Behavior Consulting & Education

Policies & Expectations

Payment

Prepayment is required to secure all appointments. Online payment is made via my scheduling app or via square.

Cancellations

I ask for 48hrs notice of cancellation. Less than 48hrs notice of cancellation or no shows may result in loss of 50% of session payment, as I cannot fill the appointment time. Inclement weather, illness, etc. are, of course, exceptions here.

Scheduling

I schedule with an app so you can choose your preferred date and time and not have to wait for my response. Also, If you need to cancel or reschedule, you can do so via the app or via email/text with me.

Follow Ups & Check ins

Few issues are resolved in one session. Resolution depends on many factors such as severity, frequency of training, motivation, health, the family, and much more. Unlimited chat and email follow ups are included in all services while a 30min follow up video session is included in the Full 2hr Assessment option. The included video follow up as well as any additional video follow up appointments can be scheduled via the app or email/text with me. The clients who check in more often, typically get better resolution. I do not check in with clients - but I'll always respond. Think of me as your navigator - I'll do the guiding but you have to do the driving!