



## PAYMENT AND CANCELLATION POLICIES

The SMart Center accepts all major credit cards (Visa, Master Card, American Express, & Discover), personal/business checks, cash, and money orders. Payments are accepted through our online payment link, by phone, in-person at our office, and by mailed check. **Service fees are due prior or at the time of service according to your specific service fee schedule.** See below for specific fee schedules per appointment type.

### **New Patient Intake**

#### **Fee Schedule:**

- At the time of scheduling: \$100 non-refundable deposit
- For in-person consults: At the time of consultation: Remaining service fee balance less scheduling deposit
- For remote consults: Three days prior to the consultation: Remaining service fee balance less scheduling deposit

#### **Cancellation Policy:**

We ask that you give us as much notice as possible prior to a scheduled consult if it needs to be rescheduled. We have a long waiting list for appointments and the sooner you let us know, the better the opportunity to allow for another patient in need of our services to take that time. We understand that unforeseen circumstances can cause a family to cancel their appointment. Our office staff sends out reminders via email, so families can confirm their appointment. ***If we receive less than 24 hours' notice that a consult time needs to be rescheduled, then the consult payment is still due as previously scheduled.*** No show appointments, unless a sudden emergency occurs where documentation can be provided, are not acceptable and payment is required for the no-show appointment.

### **Initial S-CAT® Individualized Intensive Programs & Assessment Services**

#### **Fee Schedule:**

- At the time of scheduling: \$500 non-refundable deposit
- 30 Days prior to your scheduled consultation: 50% deposit of the total service fee (*less the \$500 deposit*)
- For in-person consultations: On the day of your service: remaining 50% service fee
- For telehealth consultations: 1 week prior to your service: remaining 50% service fee

#### **Cancellation Policy:**

With the demand for services and clinical team members' time, we require pre-payments to secure these services.

Cancellations with more than 30 days' notice will be refunded any possible pre-payments made beyond the \$500 scheduling deposit. The scheduling deposit may be transferred to another date.

Cancellations with less than 30 days' notice will result in the loss of the 50% service fee payment.

Cancellations with less than 2 weeks' notice, will require full service fee payment as scheduled.

We ask that you give us as much notice as possible prior to a scheduled consult if it needs to be rescheduled. We have a long waiting list for appointments and the sooner you let us know, the better the opportunity to allow for another patient in need of our services to take that time. We understand that unforeseen circumstances can cause a family to cancel their appointment. Our office staff sends



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out reminders via email and phone, so families can confirm their appointment. ***If we receive less than 2 weeks' notice that a consult time needs to be rescheduled, then the consult payment is still due as previously scheduled.*** No show appointments, unless a sudden emergency occurs where documentation can be provided, are not acceptable and payment is required for the no-show appointment.

### **Cancellations due to inclement weather or medical emergencies:**

With proof of travel challenges, e.g. flight cancellations, a credit will be applied towards rescheduling the service. If a medical emergency arises, we will address on a case-by-case basis and if documentation of the emergency is provided such as a doctor's note, a credit will be applied toward rescheduling the service.

### **Noted Exception: School districts paying for services:**

School districts must provide a purchase order and/or signed contract 30 days prior to the service with an understanding that service payment comes within 3-4 weeks after services are rendered.

## **S-CAT® CommuniCamp™ Intensive Group Therapy Program**

### **Fee Schedule:**

- At the time of scheduling: \$600 non-refundable deposit
- 30 Days prior to CommuniCamp program: Balance of program fee (*less the \$500 deposit*)

### **Cancellation Policy:**

CommuniCamp has limited space available, as the program emphasizes small group treatment. Payment of your deposit reserves your child's space in the program. As a result, the SMart Center requires the full program payment is paid at least 30 days prior to the start date of CommuniCamp™.

### **Cancellations PRIOR to 30 days before event:**

Are eligible to receive a full refund less:

- the non-refundable \$75 application fee
- the pre-camp meeting deposit fee\* and/or full pre-camp meeting fee if service rendered
- the camp program deposit\*

*\*Noted Exception: COVID-19 related cancellations are eligible for deposit refunds if services have not been rendered, see details below*

### **Cancellations WITHIN 30 days before event:**

Are not eligible for a refund with the following exceptions only:

- Cancellations due to inclement weather or medical emergencies: with proof of travel challenges, e.g. flight cancelled/ medical emergency, e.g. doctor's note, a credit will be applied to a future CommuniCamp™ program and/or other services available through the SMart Center. No refunds will be given in the event of inclement weather before/during camp.
- If a registrant wishes to cancel their camp participation due to **COVID-19** related illness, state regulations, and/or health comfort level prior to the event registrants will have these options:
  - Transfer funds to a future camp or other SMart Center services
  - Receive a refund less:
    - Any services already rendered (*eg pre-camp meeting option held*)
    - 4% administrative fee with a \$50 minimum (*to cover administrative time and payment processing fees*)



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### **Initial S-CAT® Individualized Jumpstart Program, Pre-Camp Intake/Interviews & Initial Professional Consultations**

#### **Fee Schedule:**

- At the time of scheduling:
  - For Initial Jumpstart & Professional Consultations: \$400 non-refundable deposit
  - For Pre-Camp Intake/Interviews: \$100 non-refundable deposit
- For in-person consults: At the time of consultation: Remaining service fee balance less scheduling deposit
- For remote consults: Three days prior to the consultation: Remaining service fee balance less scheduling deposit

#### **Cancellation Policy:**

With the demand for services and clinical team members' time, we require pre-payments to secure these services.

Cancellations with **more** than 30 days' notice will be refunded any possible pre-payments made beyond the scheduling deposit. The scheduling deposit may be transferred to another date.

Cancellations with **less** than 30 days' notice will result in the loss of the scheduling deposit payment.

Cancellations with less than 24 hours' notice, requires full service fee payment as scheduled.

We ask that you give us as much notice as possible prior to a scheduled consult if it needs to be rescheduled. We have a long waiting list for appointments and the sooner you let us know, the better the opportunity to allow for another patient in need of our services to take that time. We understand that unforeseen circumstances can cause a family to cancel their appointment. Our office staff sends out reminders via email and phone, so families can confirm their appointment. ***If we receive less than 24 hours' notice that a consult time needs to be rescheduled, then the consult payment is still due as previously scheduled.*** No show appointments, unless a sudden emergency occurs where documentation can be provided, are not acceptable and payment is required for the no-show appointment.

#### **Cancellations due to inclement weather or medical emergencies:**

With proof of travel challenges, e.g. flight cancellations, a credit will be applied towards rescheduling the service. If a medical emergency arises, we will address on a case-by-case basis and if documentation of the emergency is provided such as a doctor's note, a credit will be applied toward rescheduling the service.

#### **Noted Exception: School districts paying for services:**

School districts must provide a purchase order and/or signed contract 30 days prior to the service with an understanding that service payment comes within 3-4 weeks after the services are rendered.



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### **Established Patients: S-CAT® Program Follow-up Consultations, School Consultations, Follow-up Professional Consultations, & Parent Support Consults**

#### **Fee Schedule:**

- In-person consultation: Due at time of service.
- Remote consultation (web or phone): Due at least 3 days prior to date of service.

#### **Cancellation Policy:**

We ask that you give us as much notice as possible prior to a scheduled consult if it needs to be rescheduled. We have a long waiting list for appointments and the sooner you let us know, the better the opportunity to allow for another patient in need of our services to take that time. We understand that unforeseen circumstances can cause a family to cancel their appointment. Our office staff sends out reminders via email and phone, so families can confirm their appointment. ***If we receive less than 24 hours' notice that a consult time needs to be rescheduled, then the consult payment is still due as previously scheduled.*** No show appointments, unless a sudden emergency occurs where documentation can be provided, are not acceptable and payment is required for the no-show appointment.

#### **Noted Exception: School districts paying for services:**

School districts must provide a purchase order and/or signed contract at least 3 days prior to the service with an understanding that service payment comes within 3-4 weeks after the services are rendered.

#### **Returned Check Policy**

All returned checks are subject to a \$40.00 return check fee. We reserve the right to restrict future transactions to cash or money order.

#### **Late Payments**

Late payments will incur a \$30/month additional late fee.