



Appointment and Payment Policy

Please read this information before your first appointment to avoid any inconvenience.

Booking Your Appointment

Initial Appointment: The first appointment is an initial assessment and is booked for 80 minutes. This provides an opportunity for you to share what is going on for you, for your therapist to understand you and for both of you, to get to know each other. At the end of the session we will decide whether it is the best service for your needs. If not, suitable alternative treatment options will be discussed and a referral will be made if appropriate.

Regular bookings: After your initial assessment session, if we agree to continue working together we will agree on the frequency, preferred day and time for your therapy sessions. Subsequent therapy sessions are generally booked for 50 minutes. If we agree on a regular time, you will have priority booking that. I can either automatically book your next appointment in advance or you can confirm your next booking at the end of the session.

Flexible bookings: You can keep the appointment time flexible, however we cannot guarantee that the preferred date or time of the day will be available at all times. You either discuss your next booking at the end of the session or alternatively, you can book your sessions via e-mail or txt.

Please note, that your booking is only confirmed after receiving payment for the completed session.

The protocol for cancellation and rescheduling

Should you need to cancel or reschedule your appointment we would appreciate 24 hours' notice. If full notice is not provided, you will be billed \$175 per session reserved. However, if the appointment time can be filled, no billing will be made—we do our best to avoid making such a billing. As a courtesy, we will send a confirmation txt in advance of your appointment. We sincerely appreciate your consideration in honouring our cancellation protocol.

For any appointment changes, please contact us via e-mail (rita@shm4u.com), or phone (027 250 5656), if we are not available to take your call, please leave a message and we will get back to you as soon as possible.



Payment Policy

SHM Therapy offers four alternative payment options. The most convenient way of making payment is by EFTPOS after the therapy session, by debit cards. Unfortunately, we are unable to accept credit cards.

You may want to use internet banking, however to avoid any inconvenience please make sure to make payment within 24 hours of the Invoice being issued. Please include the invoice number in the reference field.

Should you prefer paying in cash, please bring it along, we will issue a receipt within 24 hours.

We also accept various Crypto Currencies (such as Bitcoin), please inquire to discuss the details with our Office Manager.

Fee increase

Please note, that fees are reviewed at the end of the financial year (1st of April) and adjustment to actual current market prices might be made. Before making any changes it will be discussed with you and you will get at least 2 weeks' notice before.

Should you have any questions, do not hesitate to contact you. We look forward to supporting you at SHM Therapy.