

New Roots Therapy, LLC
Christine Klem, LCSW
1090 South Wadsworth Boulevard, Unit C #7047
Lakewood, Colorado 80226
720-727-7438
info@newrootstherapyllc.com
www.newrootstherapyllc.com



EMDR Intensive / Extended-Session Cancellation Policy

Cancelling or Rescheduling in Advance of Intensive:

Client or Christine Klem, LCSW may terminate this Agreement by providing written notice to the other party. Client may reschedule their EMDR Intensive Session one-week before scheduled dates without penalty beyond the non-refundable 50% deposit. The non-refundable 50% deposit to book the intensive will not be reimbursed but may be put towards another EMDR Intensive Session if rescheduled within one-month of initial dates. Rescheduling and transferring the 50% deposit and EMDR Intensive is permitted ONE-TIME and rescheduling within one-month of the initial date is not guaranteed, as rescheduling is dependent on client and Christine Klem, LCSW's availability. If client wishes to terminate agreement in advance but does not want to reschedule, the non-refundable 50% deposit to book the EMDR Intensive Session will not be reimbursed. If Client wishes to reschedule the EMDR Intensive Session beyond one-month of initial dates, a new non-refundable 50% deposit will be collected and the initial non-refundable 50% deposit to book the original intensive will not be reimbursed. If Christine Klem, LCSW terminates this Agreement before Client's EMDR Intensive Session, the deposit will be refunded to Client.

Cancelling or Rescheduling within a Week of Intensive:

If client cancels or reschedules EMDR Intensive Session within one week of scheduled dates, the client will be responsible for half of the remaining payment. For example, for a \$1500 full-day EMDR Intensive Session, client will put down at 50% non-refundable deposit of \$750 in advance to book and will then pay \$375 for 50% of the remaining amount if they cancel within a week of the EMDR Intensive Session.

Cancelling or Rescheduling within Two Business Days of Intensive:

If client cancels or reschedules EMDR Intensive Session within two business days (Monday-Friday) of scheduled dates, client is responsible for the remaining payment in full. For example, if client cancels a full-day EMDR Intensive Session (\$1500 for full-day) scheduled for a Monday on the previous Thursday or Friday, the client will then pay \$750 for 100% of the remaining amount in addition to losing the 50% non-refundable deposit of \$750.

Cancelling or Rescheduling During Intensive:

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If Client chooses to terminate this Agreement/treatment during their EMDR Intensive Session, the Client will be charged for time spent in their EMDR Intensive Session rounded-up by the half. No further EMDR Intensive Sessions will be scheduled. If the Client decides to end intensive during the EMDR Intensive Session but does not want to terminate the Agreement or therapy with Christine Klem, LCSW, the Client will be charged for time spent in the EMDR Intensive Session rounded-up by the half-day. If Christine Klem, LCSW terminates this Agreement during the Session, Client will be responsible for the amount of time spent in session rounded-up by the half-day.

No-Shows or Tardiness:

If the Client is a no-show to their Session without advance communication of cancellation but does not want to terminate the Agreement or therapy with Christine Klem, LCSW, then no refund is owed, and full payment is required. If the Client is a no-show to their Session without advance communication of cancellation, and chooses to terminate this agreement, then no further sessions will be scheduled, no refund is owed, and full payment is required.

For intensives over 2-hours, therapist will allow at 30-minute grace period. If patient does not attend intensive within 30-minutes but does not want to terminate the Agreement or therapy with Christine Klem, LCSW, then no refund is owed, and full payment is required. If patient does not attend intensive within 30-minutes and chooses to terminate this agreement, no further sessions will be scheduled, no refund is owed, and full payment is required.