**GARDENIA THORN THERAPEUTIC ALTERNATIVES, PLLC & GARDENIA THORN, LLC**
*Professional Counseling and Specialty Coaching Disclosure Statement & Waiver*

**Coaching vs. Professional Counseling**

* **Gardenia Thorn, LLC** provides coaching services focused on personal development, skill-building, motivation, and goal achievement. Coaching is not therapy and does not diagnose, treat, or manage mental health conditions.
* **Gardenia Thorn Therapeutic Alternatives, PLLC** provides professional therapy services under licensed mental health supervision for clients requiring counseling or treatment.

**Therapy Services (Gardenia Thorn Therapeutic Alternatives, PLLC)**

Services include, but are not limited to:

* Diagnosis and treatment of mental health conditions
* Psychotherapy (CBT, DBT, and other evidence-based approaches)
* Support for trauma, emotional well-being, and other mental health concerns

**Counseling Platforms & AI Scribe Technology:**
In addition to in-office and telehealth sessions, counseling services are provided through the Grow Therapy platform, as well as TAVA and Headway. Grow Therapy utilizes AI-assisted tools to enhance the therapeutic experience. These tools include ambient listening technology that generates structured drafts of notes for therapists to audit and approve after sessions. Clients receive visit summaries that provide a clear explanation of what was covered and what remains outstanding in their treatment goals. Both tools have undergone extensive clinical review and are optional, requiring consent from both the therapist and the client. Data from sessions is encrypted and stored only for the duration necessary to generate session summaries. No personal data is used to train external AI models, ensuring privacy and confidentiality. ([growtherapy.com](https://growtherapy.com/blog/grow-therapy-launches-ai-assisted-clinical-tools/?utm_source=chatgpt.com))

Note: Therapy is regulated by Texas and Louisiana law and differs from coaching services.

**Session Length & Expectations**

* Therapy sessions: 50–60 minutes
* Coaching sessions: As scheduled per client preference (see payment chart)

Clients can expect a professional environment addressing mental health, treatment planning, and skill-building.

**Consultation Requirement**

A consultation is required before any coaching session or bundle can be scheduled or paid for.

**Payment Policy & Pricing**

A consultation is required before any coaching session or bundle can be scheduled or paid for.

**Coaching Services – Gardenia Thorn, LLC**

*Pay-As-You-Go Sessions*

| **Duration** | **Service Type** | **Price (USD)** |
| --- | --- | --- |
| 30 min | Virtual/Phone Coaching | $85 |
| 30 min | Walk & Talk / Tidy Up / In-Home Coaching | $90 |
| 1 hr | Virtual/Phone Coaching | $140 |
| 1 hr | Walk & Talk / Tidy Up / In-Home Coaching | $150 |

*Bundles (4 × 1-Hour Sessions)*

| **Service Type** | **Price (USD)** | **Savings** |
| --- | --- | --- |
| Virtual/Phone Coaching | $460 | $100 |
| Walk & Talk / Tidy Up / In-Home Coaching | $500 | $100 |

Note: Clients save $100 when purchasing a 4-session bundle (Virtual/Phone or Walk & Talk/In-Home), compared to paying individually — that’s $25 saved per session!

Payment Notes:

* Full payment required prior to sessions or bundle use
* Bundles must be used within 4 months to the day of payment, weekdays only; unused sessions are forfeited
* Payment methods: Stripe, cash, Klarna, Afterpay, Apple Pay, Google Pay, Amazon Pay, Visa, Mastercard, AmEx

**Therapy Services – Gardenia Thorn Therapeutic Alternatives, PLLC**

* Insurance: Verify coverage; clients responsible for co-pays/deductibles
* Private Pay/Cash Payment: $150/session
* Telehealth sessions only at this time

**In-Home Sessions – Safety & Suitability**

* Initial consultation required for in-home coaching sessions
* Therapy sessions follow safety protocols for in-home visits

**Scheduling, Weather & Provider Availability**

* Sessions scheduled in advance based on provider availability and agreed upon with client
* Minimum 48-hour notice required for cancellations or rescheduling
* Late arrival policy:
	+ Coaching: Please communicate if you are running behind; as your coach, we will agree to do the same, understanding that things arise. However, this reserved time is either 30 mins. or 60 mins., and time will not be extended. This lost time does not roll over.
	+ Therapy: 15+ min late = session considered no-show, full fee charged

**Refund Policy**

* Coaching: No refunds; cancellations <48 hours forfeit payment
* Therapy: No refunds; insurance-based cancellations follow insurer policies; <48 hours notice may incur full session fee

**Walk & Talk / Physical Activity Waiver**

* Clients participate at their own risk for physical activity during coaching sessions
* Therapy sessions do not include physical activity unless specified in the treatment plan

**Legal & Licensing Considerations**

* Texas: Compliant with Texas State Board of Examiners of Professional Counselors
* Louisiana: Compliant with Louisiana LPC Board regulations
* Confidentiality: HIPAA standards; client records protected
* Mandatory Reporting: Suspected abuse or threats of harm must be reported

**Limitations of Service**

* Coaching: Not a substitute for therapy; no guaranteed outcomes
* Therapy: No guaranteed outcomes; success depends on client engagement and external factors

**Payment Processing & Third-Party Billing**

* Coaching: Stripe (Klarna, Afterpay, Apple Pay, Google Pay, Amazon Pay, credit/debit cards)
* Therapy: Insurance or private/cash pay; clients responsible for verifying coverage/ensuring third party provider

**Conflict Resolution**

* Coaching: Billing disputes addressed within 30 days
* Therapy: Insurance or billing disputes may take up to 60 days

**Privacy & Confidentiality**

* Coaching records are confidential but not governed by HIPAA; privacy is respected
* Therapy records are protected under Texas and Louisiana law and HIPAA
* PHI disclosure only for treatment, payment, or required legal/ethical obligations

**Data Security**

* Secure, HIPAA-compliant systems for therapy records
* Password-protected access to client data
* Encrypted records and secure communications
* Regular firewall updates and security monitoring

**Children’s Privacy**

* We do not knowingly collect personal data from children under 13 via the website
* Therapy for minors requires parent/legal guardian consent per Texas and Louisiana law

**Electronic Acknowledgment for Website Payments**

If you are accessing services through [www.gardeniatherapy.com](http://www.gardeniatherapy.com) and making payment via Stripe, by clicking “I agree to Gardenia Thorn Therapeutic Alternatives, PLLC / I agree to Gardenia Thorn, LLC’s Terms of Service,” you acknowledge that this serves as a replacement for a wet signature. You agree to all terms of this Disclosure Statement & Waiver, the Privacy Policy, payment terms, session policies, and all other client agreements.

**Changes to Policy**

* Policy may be updated to reflect changes in law, services, or technology
* Most current version will always be posted with updated effective date

**Contact Information**

Gardenia Thorn, LLC / Gardenia Thorn Therapeutic Alternatives, PLLC
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**Client & Provider Signatures**

Client Signature (Coaching Services): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_
Client Signature (Therapy Services): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_
Coach/Therapist Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Go to our website [www.gardeniatherapy.com](http://www.gardeniatherapy.com) and sign up for our coaching community emails. As a token of our appreciation, you’ll get a 10% off one-time use coupon code (Eligible services include the following 30 min. sessions: Phone/Video Coaching, In-Home: “We Come to You” & Tidy-Up & Motivate)