

Once Upon A Song L.L.C.
Registration Form/ Service Contract

GENERAL INFORMATION

• **Once Upon A Song requires payment solely from the responsible billing party at the start of each month, as we do not bill outside agencies or insurance companies directly, though many of our services are billable through self-direction. (Please let us know if you plan to bill through self-direction and we will assist you in the process).**

• Forms – Throughout the year, please provide us with any pertinent information relevant to your child (i.e.: IEP, medications, classroom setting, social issues, etc...).

TUITION POLICY

Payments are due in full at the start of each month by the date of your first session of that month.

• You have the choice of the following payment options:

- (1) Zelle, or any other valid form of mobile bank payment.
- (2) Check - Please make out to "Once Upon A Song L.L.C."
- (3) Cash

CANCELLATION & REFUND POLICY

Cancellations:

• In the event you have to cancel a session, you will be given the opportunity to schedule a makeup within 30 days of the canceled session - as long as you provide at least 24 hours notice. If you cancel within 24 hours, no makeup is guaranteed and you will still be charged for the session. If you "no-show" without notice, no makeup will be provided and you will still be charged for the session. Makeups must be scheduled within 30 days of the missed session, otherwise availability cannot be guaranteed and the makeup may be lost. If your therapist needs to cancel, the therapist is required to make-up the session. If you cancel a scheduled make-up, no subsequent make-up will be provided and you will be charged for the session.

• Please be considerate and notify us as soon as possible should you need to cancel as we will do the same.

• Rescheduling the day/time of your session for a particular week is allowed, but must be confirmed with your therapist. If your therapist does not have availability outside of your scheduled session time then it will be a cancellation on the part of whoever initiated the change (you or the therapist/instructor).

• We do not hold sessions on certain holidays: Christmas Eve & Day, New Years Eve & Day, Good Friday, Easter Sun &

Mon, Memorial Day, 4th of July, Labor Day, Veterans Day, and Thanksgiving weekend (Thurs-Sun).

These days are not considered cancellations, however your therapist or instructor may offer you a different day/time if you wish to still have

the session. If you decide not to have the makeup you will simply not be charged for that day at the start of the month, or if you already paid it will be credited toward the next months tuition. Please let us know of any other holidays not listed that you may observe and we will make accommodations for you.

Refunds:

• If your therapist cancels the session and is unable to provide you with a makeup, you will receive a full refund for that session, or credit towards next months tuition.

• No refunds for sessions cancelled by the client.

• If you decide to withdraw from the program, and do not intend to finish the rest of that months sessions, it will be considered a cancellation on your part.

I, THE UNDERSIGNED, HAVE READ AND UNDERSTAND THE POLICIES AND PROCEDURES DESCRIBED ABOVE.

Name:
Signature:
Date: