Bloomiverse Policies 2025-2026

Welcome to Bloomiverse!

Please read and sign our Billing and Attendance policies before signing the registration form.

Placement:

- Once your registration and policy form has been received by our staff, we will do our best to place you with a therapist within 2 weeks.
- A trial session may be permitted on a by case basis and invoice will be due by the second session.

Billing and Additional fees:

- All sessions are billed monthly and payment is due at the beginning of the first session for the month via cash, check or credit card on our website.
- Credit card payments will be subject to a 5% processing fee.
- A $20 late payment fee may be assessed for outstanding balances.
- Sessions held off-site are subject to an additional $15 per session.

Attendance:

- All scheduled sessions must be paid for, whether the individual attends or not, as your payment is reserving your spot on the therapist's schedule.
- Notification must be received by the therapist 24 hours in advance of all absences.
- 1 cancellation is allowed per quarter:
  - ➢ First Quarter: January-March
  - ➢ Second Quarter: April-June
  - ➢ Third Quarter: July-September
  - ➢ Fourth Quarter: October-December
- If you are *more than 15 minutes late* for your scheduled session, it will be considered a no call/no show and the therapist reserves the right to cancel the session with no makeup.
- ***FES-UA* (FL) *and OPWDD Self-Directed Funding (NY)*** students are required to follow the above policies. Otherwise, you will be subject to pay a no call/no show fee of 50% of the session cost.

Credits/Refunds:

- Clients will be given one credit per quarter (see above) and can be used for the following: Therapist cancellation, Emergency absences due to client illness, behavior, weather or other emergency situations.
- If you would like to use a credit, clients must email brittany.bloomca@gmail.com to request and any changes will be applied to the following month's invoice

Session Changes:

- If you need to change day/time or location of session, a written request should be submitted to sarah@bloomcreativearts.com , 30 days prior to the needed change.Verbal notice of any changes *will not* be accepted as official notice.
- Therapists will be notified and if changes are able to be accommodated, they will take place the following month.
- If changing to off-site, the off-site travel fee will be applied ($15 per session.)

Makeups:

- Clients will be given one credit per quarter and can be used for therapist cancellation/time off, major holidays or client cancellation (24 hours notice needed).
- A makeup day will be offered once per month by your therapist to makeup for missed sessions, if you cannot make the makeup date then your makeup is forfeited
- If session is canceled due to weather or therapist cancellation then 1 alternative date will be offered in addition to the monthly makeup day

Holidays:

- If your session day falls on a major holiday (Thanksgiving, Christmas Day, New Years Day, Memorial Day, 4th of July) we will make every effort to reschedule the lesson on a day/time that works for you. If the session is not able to be rescheduled you will not be billed.
- If your session day falls on one of the following holidays (Labor Day, Indigenous People's Day, Veteran's Day, Christmas Eve, MLK Day, President's Day, Juneteenth, etc.) it will be up to you and your therapist to reschedule if you need/desire. You will still be billed for your session falling on these days.

Withdrawal and Leave of Absence Policies:

- Individuals may withdraw from the program at any time prior to or after the first session. Please note, however, that after the first session, monthly tuition will be applicable starting from the date of the second session. Cancellations require a 30-day notice to be processed effectively.
- Individuals may apply for a leave of absence but will still need to pay their outstanding invoice in order to hold their spot.
- Written notice of withdraw or leave of absence must be emailed to sarah@bloomcreativearts.com, verbal notice of any changes will not be accepted.

We look forward to providing quality music services to you. Please contact us with questions or concerns.

For more information, please contact sarah@bloomcreativearts.com or 716-422-0070

Please sign the following page and return by your first session

By signing below I acknowledge the above Bloomiverse billing and attendance policy.

_____

Client's Name

_____ _____

Client/Parent/Guardian Name Date

_____ _____

Client/Parent/Guardian Signature Date