

## ***Coaching Caregivers LLC***

James L. Ferry MSW, LICSW, C-ASWCM

94 King Street, Suite A

P.O. Box 244

Northampton, MA 01061

(413) 775-4570 (office)

(413) 376-4486 (Fax)

### Refunds and Cancellation Policy

Coaching Caregivers LLC is committed to providing exceptional care management services. When someone cancels without giving enough notice, they prevent someone else from receiving our services.

Clients and potential clients must cancel their scheduled appointment, or request to reschedule, 72 hours before the date and time of the scheduled appointment.

#### **Changes requested with notice**

- Cancellations: If the appointment was cancelled within the required time frame and the client wishes to have a refund rather than reschedule, a full refund will be processed through PayPal.
- Rescheduling: Requests made at least 72 hours prior to the appointment may reschedule to a different date/time for no additional fee. The free rescheduled appointment must occur within the next 30 calendar days or be forfeited.

#### **Changes requested without enough notice**

- Cancellations made less than 72 hours prior to the day of the appointment will not receive a refund nor a free reschedule.
- Rescheduling requests made less than 72 hours prior to the appointment will be charged a \$25 rescheduling fee. The rescheduling fee must be paid at the time of making the new appointment.

#### **How to cancel or request a reschedule**

To cancel or reschedule you must call the person with whom they have the appointment at 413-775-4570 to let them know of the change. Cancellations may not be made via email or text as there is too great a likelihood they could be caught in a spam filter or overlooked.

#### **If a call takes less time than anticipated**

Special package offerings are for services provided, including expertise, research, preparation of resources and their availability to the client, and potential follow-up efforts. Only calls that are less than 50% of allot time are eligible for a partial refund of 30% of the fees paid.

#### **Our client's medical emergencies**

In elder care, we often are dealing with matters of life and death. Our schedules are not always our own. While Coaching Caregivers LLC strives to keep appointments on the date and time

scheduled, it is important to understand that medical emergencies may occur for another client during your scheduled time. Just as you would want us to be there for you in such a case, we ask for your understanding. Should we need to be elsewhere, we will contact you as soon as possible and reschedule your appointment, obviously at no charge.