

Sav's Life Skills

Client Name: _____

Date: _____

Savannah Archer, Skills Coach, under practice at Sav's Life Skills (Also known as: Savs Life Skills) is not equipped to handle emergencies or crisis situations. In the event of an emergency, call 911 and/or go to your nearest emergency room.

Savannah Archer does not provide therapy, legal advice, or medical care. Referrals may be provided, but in rare cases, they may not be available due to the wide service area.

- No insurance, Self-Pay Only (Available in all US States)

APPOINTMENTS

Sessions are scheduled for 55 minutes, with a minimum rate of \$100. Appointments can be booked as needed, no commitment is required.

If you will be running late to a session, please provide as much advance notice as possible via email at Info@SavsLifeSkills.com.

If you don't provide an email notice of being late or canceling, Coach will remain in the scheduled session for 15 minutes or attempt two phone calls. The session will end, and you will not be able to resume with less than 40 minutes remaining.

If you have made contact with Coach about being late, you will be billed for the full session regardless of what time it started, and the session cannot extend beyond the scheduled end time.

If you are having unexpected technology issues, email the Coach immediately and we will move to an alternative platform.

Appointments are made on a first-come, first-serve basis. Initial paperwork must be signed and completed prior to the first session.

Clients are prohibited from being under the influence of any mood or mind-altering substances during the session, and during all interactions outside of the session. Please refrain from using drugs and/or alcohol the day of, before, and during the session. We cannot do meaningful work while under the influence.

Clients are prohibited from attending sessions while driving or operating machinery. Please allow for full focus and the best connection. A client can be in a parked vehicle if they choose, simply sitting in the car is acceptable.

Clients are expected to arrange childcare or attend sessions when they are fully available to focus on their personal needs. Families and loved ones will benefit from clients having this time alone. It is also recommended clients have 15-30 minutes following a session to decompress.

CANCELLATION POLICY

No refunds. Sessions must be rescheduled or canceled at least 48 regular hours prior to the session day/time. You have reserved that specific date/time slot, canceling late or no-showing is not valuing the coaching relationship along with mine or your time. Three or more reschedules or cancels within or outside of the 48 hours can result in discharge.

The tiered cancellation policy is as follows:

1. The first cancellation within 48 hours allows for easy rescheduling if it is an emergency. It is not up to the Coach to determine if it is an emergency, rather, it is for the client to

determine. Connect with the Coach to find a new date, credit will be available so your next session will be at no cost.

2. The second cancellation within 48 hours, your next session may be reduced by 50%. Connect with the Coach to find a new date and discuss details.
3. The third time, we have a conversation about pausing treatment and/or finding a new time.

During the 10 days leading up to a holiday (Thanksgiving, Christmas Eve/Day, New Year's Eve/Day, Easter) a 72-hour cancellation policy applies due to limited availability and keeping sessions open for those needing extra support during the holidays. From Memorial Day until Labor Day, limited sessions will be offered as well. We can discuss what you'd like the summer months to look like for your sessions.

COMMUNICATION POLICY

We may contact you to notify you regarding your account, to troubleshoot problems, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, and postal mail.

All communication must take place within the scheduled session. Email can be used for appointment reminders, brief scheduling, and billing questions. All interactions, not limited to video, telephone, and email, along with treatment, additional paperwork, consultation, and referral-related duties outside of the session time are billed at a rate of \$100 per hour, billed in 15-minute increments. **NOTICE WILL BE PROVIDED BEFORE ADDITIONAL COSTS ARE INCURRED.**

GENERAL GUIDELINES

No hate speech, bullying, stalking, harassing, illegal content, slander, threatening, inappropriate, abusive, profane, degrading, defamatory, unsafe, or other offensive statements. These are grounds for immediate termination from treatment at Coach's discretion. All interactions must be respectful, kind, and productive.

PRIVACY POLICY

Sav's Life Skills is hosted on the Wix.com platform. Wix.com provides us with an online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases, and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express, and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we

make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

PERSONAL DATA

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [your email] or send us mail to: [your physical mailing address].

If you don't want us to process your data anymore, please contact us at Info@SavsLifeSkills.Com

SOCIAL MEDIA GUIDELINES

Sav's Life Skills (otherwise known as @SavvyLifeSkills) has business pages on various social media platforms. Clients are welcome to "like" and "share" said business pages clearly marked.

Past and present clients are prohibited from sending messages, friend requests or otherwise interacting with Savannah's personal pages. The intention of social media is not to diagnose, provide therapeutic interventions, crisis services or any other purpose outside of entertainment and awareness.

Sav's Life Skills will not respond to comments, direct messages, or any other form of social media contact from current or former clients in order to protect their confidentiality. To honor professional boundaries and not engage in dual relationships, previous and current clients will not be followed or friended on social media on all social media platforms.

If you choose to engage on social media, you are choosing to with the understanding that your actions (such as follows, likes, comments, shares, etc.) will be seen by others and you are solely responsible for risking confidentiality and privacy. Any communication on these platforms (likes, comments, follow, shares, etc.) does not constitute a therapeutic relationship and is not implied to be professional mental health, medical, legal, or other advice.

TERMINATION

Should issues arise that are out of your Coach's scope of practice, it is the best ethical decision to give alternate referrals and terminate treatment.

I agree to pay for all services provided by Sav's Life Skills. I understand that this is my responsibility to pay the agreed amount in full for each session.

I agree to all of the above terms outlined in each section.

Client Signature

Date