



Payment and Cancellation Policies

Payment Policy: For payment of services, Kiowa Farm's (KF) preferred forms of payment include Interac e-transfer sent to admin@kiowafarm.ca, cheques, credit card, as well as some forms of extended medical and government funding. Cheques should be made out to Kiowa Farm. There is charge of 2.9% plus \$0.25 per transaction for credit cards in order to cover the processing fee. KF does not accept cash. Please note that for regularly scheduled services, a credit card number with authorization or security cheque must be kept on file for payment security purposes, regardless of the form of payment chosen by the client. In the event of late or missed payment the given payment security method will be cashed or charged.

For regularly scheduled sessions, fees are due on the first day of each month. A monthly invoice will not be issued, rather receipts for payment will be issued monthly if requested. Year-end statements for tax purposes are available upon request.

Drop-in sessions will be on a fee for service basis and payment will be due on the same day. A receipt will be issued.

Special events require a 50% deposit with the balance due on or before the first day of the event. Receipts will be issued.

Clients will be invoiced for late or missed payments. Interest at 2% compounding per month, will be charged on any overdue balances. There is a charge of \$25 for NSF cheques.

Cancellation Policy: KF normally requires 24 hours notice for cancellation of appointments (except special events), otherwise the appointment fee will be charged in order to cover the staff member's time. Monthly fees will not be pro-rated or reimbursed for sessions cancelled or missed by the client. Rather, every effort will be made by Kiowa Farm to provide make-up sessions scheduled for a later date up to 3 sessions per year. Due to demand and possible scheduling conflict, we cannot guarantee availability of make-up session time. In the event that KF staff must cancel or the facility must close (storms, poor road conditions etc.), the session will be rescheduled. Credit or reimbursement will be applied in the event that KF staff could not reschedule at a later date. Special events require at least 2 weeks written cancellation notice in order for the deposit, less \$100, to be reimbursed to the client. Deposits are non-refundable for cancellations that are less than 2 weeks of the scheduled special event.

For regularly scheduled sessions, the client may cancel/withdraw or alter the services contract at any time with one (1) month written notice. Cancellations/withdrawals are accepted by the end of each month. There is no reduction in fees or repayment due to early cancellations/withdrawals. Any pre-paid fees with the one month notice will be credited to the client's account. KF will normally give one (1) month written notice in the event that services can no longer be provided. However, KF reserves the right to terminate a contract at anytime for any reason including if KF determines that the service is not appropriate for the client, or presents a threat of harm to the client or to others. There is no reduction in fees or repayment due to early termination of a contract by KF. Any pre-paid fees with the one month notice will be credited to the client's account.

I have read and agree to the Payment and Cancellation Policy

I have reviewed and signed the Services Contract

Sign: _____ Date: _____