



MASC Ltd. Non-Refundable Deposit Policy for Appointments

To ensure the availability of appointments and commitment to the therapeutic process MASC Ltd. has implemented the following policy regarding deposits and attendance:

Deposit Requirement

1. A **non-refundable deposit of \$98** is required at the time of scheduling an appointment.
2. This deposit will be applied toward:
 - The total cost of the session for self-pay clients.
 - The co-payment for clients using insurance.
3. The **remaining balance** for the session must be paid before the start of the appointment.

Payment Requirement

- Clients must pay the session balance in full before their scheduled appointment begins.
- Sessions that are not paid in full **prior to the appointment** will not proceed, and the client will need to reschedule.

Cancellation and No-Show Policy

1. If a client cancels without providing a minimum of **48 hours' notice** or does not show up for their scheduled appointment, the \$98 deposit will be forfeited.
2. Forfeited deposits will **not be applied to future appointments**.
3. Clients who provide more than 48 hours' notice may reschedule without penalty, and the deposit will be applied to the new appointment.

We understand that emergencies and unforeseen circumstances may arise. In such cases, exceptions may be made at the discretion of the Directors of MASC Ltd. to ensure continuity of care. Therefore, we encourage open communication if issues arise. However, consistent attendance is vital to your success and enables us to maintain a reliable schedule for all clients.



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In Case of Therapist Cancellation:

1. In the unlikely event that an appointment is cancelled by the therapist, the non-refundable deposit will be applied toward the rescheduled appointment.

Every effort will be made to ensure that all sessions proceed as scheduled and that due diligence is exercised to minimize disruptions.

Importance of Attendance

Regular attendance at therapy sessions is critical for achieving meaningful progress. Missed or cancelled sessions disrupt the therapeutic process, delay goals, and prevent the appointment slot from being offered to someone else in need.

Amendments to This Policy

This policy is subject to review and interpretation at the discretion of the Directors of MASC Ltd., who reserve the right to make exceptions or adjustments as deemed necessary.

Client Consent

By scheduling an appointment, clients acknowledge and agree to this policy. We appreciate your cooperation and commitment to your well-being.

Contact Information

For questions or concerns about this Non-Refundable Deposit Policy for Appointments, please contact: admin@mascbda.com.