

# Fees and Billing Policy

To communicate transparently about fees and billing practices.

## 1. PAYMENT TERMS

- All clients are required to pay fees two weeks in advance of scheduled appointments.
- Payment can be made by bank transfer or by credit card using our online payment portal.

## 2. REFUND POLICY

- Payments made in advance are non-refundable.
- In exceptional circumstances, refunds may be considered at the discretion of Nova Mentem management.

## 3. RESCHEDULING

- Clients may request to reschedule appointments by notifying Nova Mentem at least three business days in advance.
- Rescheduled appointments are subject to availability.
- Appointments cannot be rescheduled more than three times.

## 4. NO-SHOW POLICY

- Failure to attend a scheduled appointment without prior notification will result in the client being charged the full fee for the missed session.
- Exceptions may be made for emergencies, which will be reviewed case-by-case.

## 5. LATE PAYMENTS

- Failure to make timely payments may result in the suspension of services until outstanding fees are settled.
- Booked appointments with an overdue account may be cancelled by Nova Mentem.

## 6. INSURANCE CLAIMS

- Clients are responsible for verifying whether their insurance covers services provided by Nova Mentem.
- Nova Mentem will provide the necessary documentation for clients to submit claims to their insurance provider.

## 7. FEE ADJUSTMENTS

- Nova Mentem reserves the right to adjust fees with reasonable notice. Any fee adjustments will be communicated to clients in advance.
- Our current fees are listed on [www.novamentem.com/#products](http://www.novamentem.com/#products)

## 8. CONFIDENTIALITY

- All billing information and client records will be kept confidential in accordance with Nova Mentem's *Confidentiality Policy*.



## **9. CONTACT INFORMATION**

- For billing inquiries or to discuss payment options, please get in touch with our office at **[admin@novamentem.com](mailto:admin@novamentem.com)**.

## **10. CHANGES TO POLICY**

- Nova Mentem reserves the right to modify this *Fees and Billing Policy*. Clients will be notified of any changes in advance.

By receiving services from Nova Mentem, clients agree to comply with and be bound by the terms and conditions outlined in this Fees and Billing Policy.