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Office Policies

I thank you for choosing me to support you in leading a more balanced, fulfilling and awakened life. In an effort to provide the highest quality of care to all of my clients, I have established the following policies and guidelines. Please read them below and sign at the bottom of the page.

- Please do your best to arrive to appointments on time. Sometimes I may be able to make up for minutes missed at the beginning of a session if you are a little late. However, I may not be able to do this if I have appointments directly following yours.
- Please refrain from making cell phone calls in the waiting area. Having a cell phone-free zone in the waiting room creates a quiet, calming, and mutually respectful environment and minimizes disturbance from EMF waves. If you need to make a phone call, please step outside the building.
- I do offer occasional phone support for clients who need support between sessions. The first 10 minutes are free. After 10 minutes, the charge is based upon the agreed upon hourly rate (hourly fee/# of minutes on phone)
- Once you have been established as a client, emails are only used for brief correspondence (e.g. scheduling appointments, announcements, resources).
- Please have your payment ready by the start of your appointment time. In addition to accepting cash and checks, I also accept payments via PayPal, Square, Venmo, and Zelle. If you choose to pay via PayPal, please make your payment before your appointment time. Square payments will be processed during the session time. There will be a \$25.00 fee for all returned checks.
 - Please note that if you are paying via PayPal (2.9%) or Square(2.6%), you will be responsible for paying the service fee. Other payment methods, like Venmo and Zelle have no service fee, so this option is available to you if you do not want to pay the service fee.
- There is a 24 - hour cancelation policy. Unfortunately, when one client cancels without giving enough notice, it prevents another client from being seen. It also makes it difficult for the provider to schedule appointments in an organized manner. Please text me at 818-693-7530 or email me at alisa@lotusgemtherapy.com , at least 24 hours before your scheduled

appointment to notify me of a cancellation. If prior notification is not given, you will be charged your full session fee. This policy is explained in more detail in the Informed Consent document, which you are also asked to sign.

I have read and agree to all of the abovementioned policies. Please sign below to consent to the abovementioned policies.

Signature

Print Name

Date

Witness

Date