



ATROM MINDCARE

Treating with care

Payment Policy

Effective Date: 23/09/2024

At Atrom Mindcare Limited, we strive to provide clarity and transparency regarding our financial and payment policies. This document outlines the terms and conditions related to booking, payments, cancellations, and refunds.

1. Advance Payment Requirement

- All assessments, treatments, or therapy sessions at Atrom Mindcare are to be paid for in advance. Your booking will only be confirmed once the payment is successfully processed.
- Payments can be made through [specify payment methods – e.g., credit card, bank transfer, etc.].
- Please note that this fee is non-refundable, except under exceptional circumstances, where refunds may be considered at the sole discretion of the management on a case-by-case basis.

2. Refund Policy

- Non-Refundable Fees: Once payment has been made, it is non-refundable. Refunds will only be considered in rare, exceptional cases, based on management's discretion.
- Exceptional Circumstances: If you believe your situation qualifies for a refund, you may submit a written request to our management team for consideration. The decision will be made on a case-by-case basis and is final.

3. Forms and Documentation (ADHD Assessment)

- For ADHD assessments, there are requisite forms that must be filled out by you, your partner, and/or your parents prior to the appointment.
- You are responsible for ensuring these forms are completed and submitted on time. The assessment will not proceed if these forms are not fully filled out and submitted in advance.

4. Attendance in an Inebriated State

- Zero Tolerance Policy: Atrom Mindcare maintains a zero-tolerance policy for abuse of our staff or attending appointments in an inebriated state.
- If a patient attends an appointment under the influence of alcohol or illicit drugs, our staff reserve the right to cancel the treatment. The payment for that session will be non-refundable.

5. Cancellation and No-Show Policy

- Cancellation Window: You may cancel your appointment up to 2 hours before the scheduled time.



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- If you cancel more than 2 hours before the appointment, you are eligible for a full refund.
- Cancellations made less than 2 hours before the appointment start time will not be automatically refunded. Refunds in such cases will be considered on a case-by-case basis and are at the sole discretion of management.
- No-Shows: Failure to attend an appointment without prior notice (no-show) will result in the payment being non-refundable unless exceptional circumstances are proven.

6. Agreement to Terms

By making a payment and booking an appointment with Atrom Mindcare Limited, you acknowledge that you have read, understood, and agree to the terms and conditions outlined in this Payment and Financial Policy.

If you have any questions regarding this policy, please contact us at:

- Email: contact@atrommindcare.com
- Phone : 02037403978
- Address: The Civic Building - Regus, 323 High St, Epping, CM16 4BZ