



Joyful Music Therapy

Policy Handbook

*All policies are subject to change without notice at sole discretion of
Joyful Music Therapy

Mission Statement

Joyful Music Therapy will provide superior music therapy interventions which support therapeutic goals and improve the lives of our clients, their caregivers and our community.



WELCOME

We are so glad you have chosen Joyful Music Therapy. We want your experience to be joyful and fulfilling.

We welcome your thoughts and ideas.

Each session or group is unique. Please be sure you understand your therapy schedule, calendar and class make-up policies.

Calendar

Joyful Music Therapy follows a 3-semester calendar:

- *Fall* - August-December
- *Spring* - January-May
- *Summer* - June-August.

The calendar will run according to the Orange County school system. However, therapists may choose to set their own schedule.

Please review the calendar and note the weeks the office will be closed. We will be closed one week for Orange County spring break, 4th of July and Thanksgiving and two weeks at Christmas. Ask your therapist if you have any questions.

Payment and Discounts

We accept cash checks, money orders, or credit cards. It would be helpful if you have the correct change if you are paying cash! Make all checks or money orders payable to Joyful Music Therapy. There will be a \$50 service fee on all returned checks.

Monthly payment plan

All clients are required to keep a credit card on file. You are required to notify the Music Therapist and/or the office by the 15th of the month, if the student is unable to continue participation in music therapy services, or you will be billed for the remaining weeks left in that month. Your credit card will be charged for monthly payments not paid within 30 days of invoice. Music therapy services will be suspended for any invoice over 60 days past due, and will not be re-instated until the invoice is paid in full.

JMT discounts for group sessions

Sibling & Multi-Class \$20 off sibling's class

Who Do I Contact?

Please make sure you have YOUR therapist or instructor's phone number. If for some reason you cannot get in touch with your therapist or you have any questions or concerns, please call our main number at 407-489-1783, or email tponder@joyfulmusictherapy.com



Individual Music Therapy & Adapted lessons

Pricing

Prices below are for services provided on site at JMT location

Assessment	\$100
30 min.	\$50
45 min	\$60
60 min	\$70

In-Home Music Therapy services

Joyful Music Therapy will provide in home therapy within a 20-mile radius of our primary location, 719 Lee Road, Orlando, FL 32810, for a **\$10** travel fee.

If your home is extends past the 20-mile radius you will be billed at the IRS standard mileage rate.

Pro-rations will only be permitted if the student is joining in the middle of the month.

Make-ups and Cancellations

If the client is sick, or there is an emergency, please give your therapist/instructor a 12-hr notice. Your therapist/instructor will try their best to reschedule your session in the same week. **Clients will be billed at their scheduled session rate if a 12-hour cancellation notice is not given or in the event of a no-show.**

Books & Materials

JMT keeps many of the lesson books at the studio for your convenience. They may be purchased from JMT. Books must be paid for at the time they are received.



Adapted Lessons - Student Responsibilities:

All students are expected to practice at least 5 days per week. Discuss with your instructor what they feel is a reasonable, daily practice time for your child's age. Performance in the spring and holiday recitals is suggested.

MUSIC THERAPY GROUP CLASS POLICIES & GUIDELINES

MUSIC THERPAY GROUP CLASS

Music Therapy groups vary in length, depending on the class you have selected. Most groups last between 45 minutes and 1 hour.

Tuition, Payment Plans and Discounts

Each group has its own price schedule, depending on the length and location of the group. Most classes cost between \$17-\$20 per class. Group classes may vary in duration. A commitment to the entire semester is required, and payment for the entire month is expected. **Pro-rations are only permitted if the student is joining in the middle of the month. A full semester commitment is required for all group classes.**

JMT offers the option of paying for classes at the beginning of each month. All clients are required to keep a credit card on file. You are required to notify the instructor and/or the office by the 15th of the month, if unable to continue participation in music therapy services or you will be invoiced by the 25th for the next month. Your credit card will be charged for monthly payments not paid with 30 days of invoice.

If you have any question about the cost breakdown of the classes, please do not hesitate to ask.

Cancellations and Missed classes

JMT provides the following option for missed classes due to illness or extenuating circumstances:

At the end of each semester we offer 1(one) make-up class. If you miss more than one class, please contact the office and we will attempt to help you find a class that you may attend.

Please note that refunds are not given and a commitment for the entire semester is required.



Class minimum Policy

Any class with less than 4 registered students may be cancelled at the sole discretion of Joyful Music Therapy.

Three days prior to the start of the class, we will notify you if the class for which you registered has been cancelled. We will make every effort to find another class time that will work for you.

If Joyful Music decides to cancel a class and no other mutually acceptable class can be found, then you may apply what you have paid already to a future class or you may request a refund.

Arrival Time

Plan to arrive 5-10 minutes early for your session or class. Arriving a few minutes early allows you and your child to settle in. It is also a great time to run to the restroom and get ready for your session. Class will begin on time; please try to be prompt. If you arrive early and another class is in session, or your therapist is with another client you may wait in the lobby. If you arrive late for your session, understand that your therapist may have a student immediately following your session and will not be able to extend past your allotted time.

Disruptive Behavior

Please let us know if the client is on a specific behavior plan so that we can be consistent and make effort to comply with this plan during music therapy session.

We all learn in our own way and the therapist/instructor will make every effort to engage each person for the entire session. However, if the client is really upset or distracting the class and cannot be redirected within the classroom setting, we ask that they are taken to the lobby for a time to calm down and come back as soon as he/she is ready.

Thank you for choosing Joyful Music Therapy

Please feel free to call **407-489-1783** with any questions or concerns.

We want your experience at JMT to always be Joyful.

