



# Joyful Music Therapy

**407-489-1783**

[www.joyfulmusictherapy.com](http://www.joyfulmusictherapy.com)

## 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 that 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 that 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 that the office will be closed. We will be closed one week for Orange County spring break, 4<sup>th</sup> of July, Thanksgiving and two weeks at Christmas. Ask your therapist if you have any questions.

### **Payment and Discounts**

#### **As of September 1, 2019 Payment is required at time of service**

We accept cash, checks, money orders, or credit cards. Make all checks or money orders payable to Joyful Music Therapy. There will be a \$50 service fee on all returned checks.

**All clients are required to keep a credit card on file. If you do not keep a credit card on file you must pay up front.**

**Your credit card will be charged for monthly payments not paid within 60 days of the 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.**



### Who Do I contact?

Please make sure that 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](mailto:tponder@joyfulmusictherapy.com)

## Individual Music Therapy & Adapted lessons

### Pricing

Prices below are for services provided on site at JMT location

Assessment	\$120
30 min.	\$60
45 min	\$70
60 min	\$80

### In-Home Music Therapy services

Joyful Music Therapy will provide in home therapy as approved by a supervisor, for medical necessity or special circumstances.

We travel within a 20-mile radius of our primary location, 719 Lee Road, Orlando, FL 32810, for a **\$20** travel fee. **If your home is outside past the 20-mile radius you will be billed the additional mileage at the IRS standard mileage rate.**

### 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 a \$25 cancellation if a 12-hour cancellation notice is not given or in the event of a no-show.**

Joyful Music Therapy reserves the right to discontinue services after the client/family has initiated canceling services in excess of 3 times.



## **Adapted Lessons - Student Responsibilities:**

All students are expected to have their own instrument at home and to practice at least 3 days per week. Discuss with your therapist what they feel is a reasonable, daily practice. Performance in the spring and holiday recitals is suggested.

## **MUSIC THERAPY GROUP CLASS POLICIES & GUIDELINES**

**All group classes require full commitment and payment upfront. No refunds given for missed classes. Pro-rations are only permitted if the student is joining after the first day of class.**

**A full semester commitment is required for all group classes.**

### **MUSIC THERAPY GROUP CLASS**

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

### **Tuition, Payment Plans and Discounts**

Each group has its own price schedule, depending on the length and location of the group. Each class cost between \$19-\$25 per class. Group classes may vary in duration.

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 5 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 time for you 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 and Aggressive Behavior**

**It is imperative that you disclose any known aggressive behaviors for the protection of all our clients and therapists. If this information is not disclosed we reserve the right to suspend services without a refund.**

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 sessions.

If the client is currently working with a behavior therapist, we encourage them to attend at least the first session, to help make it successful.

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, distracting the class and cannot be redirected, 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.

Receipt of Policy Handbook

Name of client

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Name of guardian

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This is to acknowledge that I have received a copy of the Joyful Music Policy book and I understand that it contains information about the policies and practices of Joyful Music Therapy.

I understand that I am required to keep a credit card on file and my credit card will be charged for monthly payments not paid within 60 days of the invoice.

I understand my credit card will be billed a \$25 cancellation if a 12-hour cancellation notice is not given or in the event of a no-show.

I agree to disclose any known aggressive behaviors for the protection of all our clients and therapists. If this information is not disclosed Joyful Music Therapy reserve the right to suspend services without a refund.

Signature

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Date

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