

CLIENT POLICIES AND PROCEDURES

Nicole Nenninger | NicoleNenninger.com

Thank you for choosing to work with me. My goal is to provide a professional, respectful, and supportive experience in which you feel informed about the services you receive and the practical arrangements surrounding our work together.

Please review the following policies before beginning services. If you have any questions, please feel free to contact me for clarification.

1. SERVICES AND APPOINTMENTS

Services may be provided virtually or in person, depending on the service offered and availability.

Your appointment confirmation will include the date, time, session format, and any instructions relevant to your session. Please arrive or log in on time so we can make the best use of our scheduled time together.

If you are attending virtually, please arrange a quiet, private space where you can participate comfortably without unnecessary interruptions. A stable internet connection and a device with sufficient battery life are recommended.

If you are attending in person, any applicable location details and preparation instructions will be provided before your appointment.

2. FEES AND PAYMENT

All service fees, session lengths, and payment arrangements will be communicated before you book or begin a service.

Payment is due according to the arrangements established at the time of booking. Any package fees, deposits, payment plans, or additional charges will be disclosed in advance.

You are encouraged to ask questions about fees or payment arrangements before committing to a service.

Current fees and payment terms: To be provided at booking or listed on the applicable service page at NicoleNenninger.com.

3. CANCELLATIONS AND RESCHEDULING

I understand that schedules and circumstances can change. If you need to cancel or reschedule an appointment, please provide at least **24 hours' notice** whenever possible.

Appointments cancelled with less than 24 hours' notice, or missed appointments without notice, may be subject to a cancellation fee. Any applicable fee and exceptions will be disclosed before booking.

If an unexpected emergency or other exceptional circumstance arises, please contact me as soon as possible. I will consider these situations individually.

If I need to cancel or reschedule your appointment, I will notify you as soon as reasonably possible and offer an alternative appointment time.

For prepaid packages, any cancellation or rescheduling requirements specific to the package will be communicated before purchase.

4. COMMUNICATION AND RESPONSE TIMES

You may contact me using the email address or other contact method provided on my website.

My usual administrative response hours are:

Days: Monday through Friday

Hours: 9 am - 5 pm EST

I may be unavailable while working with clients or attending to other professional responsibilities. I will make reasonable efforts to respond to messages within two business days.

Email, text messages, and website contact forms are intended for routine administrative communication, scheduling, and general questions. They are not monitored continuously and should not be used for urgent medical, mental health, or crisis concerns.

If you need immediate assistance, please contact an appropriate emergency or crisis service.

5. CONFIDENTIALITY AND PRIVACY

I respect your privacy and take reasonable steps to protect the personal information you share with me.

Information obtained during our work will not ordinarily be shared with others without your authorization, except as permitted or required by applicable law.

Depending on the nature of the services provided, relevant legal exceptions or obligations may include a valid court order, other legally required disclosures, or circumstances in which applicable law requires protective action.

The confidentiality protections that apply to a particular service may differ depending on the nature of the service and my professional role. My services should not be assumed to have the same legal confidentiality protections as services provided by a licensed health care professional.

Electronic communications, video platforms, and online recordkeeping systems can involve privacy risks despite reasonable safeguards. Please use care when sending sensitive information electronically.

You may ask questions about the information I maintain, how it is used, and any applicable procedures for requesting access or corrections. Requests will be handled in accordance with applicable law.

Sessions will not be recorded by either party without prior discussion and explicit agreement, subject to applicable law.

6. VIRTUAL SESSION POLICIES

For virtual appointments, please ensure that you are in a location where you can participate privately and safely.

You are responsible for having a suitable device and internet connection. If technical difficulties interfere with a session, we will make reasonable efforts to reconnect or determine whether rescheduling is appropriate.

Please do not participate in a session while driving or doing anything that prevents you from participating safely and attentively.

Virtual sessions are not an emergency service, and messages sent between sessions are not a substitute for urgent support.

Where a service is subject to professional licensing or geographic restrictions, it will be offered only when the applicable requirements are met.

7. IN-PERSON SESSION POLICIES

If in-person sessions are offered, I will provide the location and any relevant arrival instructions before your appointment.

Please wear comfortable clothing appropriate for the service you have selected. If a session involves relaxation or remaining seated or resting for a period of time, you may wish to bring an additional layer for comfort.

For services that may involve physical contact, the nature of that contact will be explained beforehand. Your permission will be obtained before any touch occurs, and you may decline or withdraw permission at any time.

You are welcome to discuss any accessibility needs, comfort considerations, or reasonable accommodations before your appointment.

Bringing a support person is not routinely required. If you believe having someone present would help you feel more comfortable, please discuss this with me in advance so we can determine whether it is appropriate for the service. Any support person's presence must respect the privacy and participation of everyone involved.

8. CLIENT PARTICIPATION AND PERSONAL BOUNDARIES

Our work together is collaborative, and your participation is voluntary.

You may ask questions, decline an exercise, request a pause, or discontinue a session at any time. Please communicate any concerns about your comfort, expectations, or the direction of a session.

I will make reasonable efforts to respect your preferences and work within the scope of the service being provided.

You are responsible for your own decisions and actions. No particular outcome is promised, and you are encouraged to make choices that are appropriate for your circumstances and needs.

9. SCOPE OF SERVICES AND REFERRALS

My services are intended to support personal development, well-being, or other stated purposes specific to the service you select. They do not replace medical care, psychotherapy, psychiatric treatment, or other licensed professional services.

Please continue to consult your appropriate health care providers regarding health concerns and treatment decisions.

If your needs fall outside the scope of a service I can appropriately provide, I may recommend that you consult another qualified professional or may decline or discontinue the service.

10. FEEDBACK AND CONCERNS

Your experience matters to me. If you have a concern about a session, a policy, or any aspect of our work together, I encourage you to raise it with me directly so we can discuss it respectfully.

Questions about scheduling, fees, or other administrative matters are also welcome.

11. ACKNOWLEDGMENT

By proceeding with a service, you acknowledge that you have had the opportunity to review these policies and ask questions about them.

You understand that these policies work alongside the applicable Informed Consent and Disclosure Agreement and any service-specific terms provided to you.

These policies may be updated from time to time. Any material changes relevant to your services will be communicated as appropriate.

Client Name: _____

Client Signature: _____

Date: _____

Practitioner: Nicole Nenninger

Website: NicoleNenninger.com

Email: NicoleNextChapterMethod@gmail.com