

SOULSPEAKART: (for download) Guiding Principles & Policy Statement

nataliehogge.com – Creative Arts Facilitating

Read this document carefully!

Sign the Creative Arts Facilitating Guiding Principles & Policy Statement only if you believe you understand what it means. Your signature indicates that you have read this document, agree to its guiding principles, policies, and conditions and agree to following, adhering to, and upholding the guiding principles and conditions during all individual and/or group and/or workshop sessions in which you may participate. You will be given a copy of this document, after signing it, to keep for your records.

Please contact us by email contact@nataliehogge.com or through the website nataliehogge.com with any questions you may have.

Creative Arts Facilitating Guiding Principles:

1. Boundaries are always respected;
2. Learning is a mutual experience: we learn from each other;
3. The time we share together is grounded in compassion, love, and honesty;
4. Judgments are not made;
5. Together, we create a safe space to learn, create, and share;
6. Opportunities will be provided to share your journey through music and soundscapes, journaling, expressive writing, body-mind-spirit, visual arts, language arts, movement, eco-arts—with consideration to your preferred creative arts area(s);
7. Sometimes, as part of the Creative Arts Facilitating experience, you may feel encouraged, even gently challenged, to take a risk or to try new things—but you will never be pushed. You and your truth will always be respected. We believe in your strength and we support your self-empowerment;
8. Participating in Creative Arts Facilitating sessions and/or workshops can sometimes involve stepping outside of one's comfort zone. Together, we will do everything we can to make the creative arts experience emotionally and physically safe for you, up to and including referrals to licensed support professionals should your facilitator feel this is needed;
9. Your facilitator will not abandon you or the group, and will continue to support you throughout the time you share together in sessions and/or workshops;
10. The Creative Arts Facilitating individual and group sessions, and our workshops, are creative arts experientials. They are not clinical.

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Creative Arts Facilitating Policy Statement:

Emergency Procedures

If you are experiencing a crisis or emergency, call 911 immediately. We do not provide crisis or emergency services.

Contact

Please contact us by email at contact@nataliehogge.com or through the website at nataliehogge.com We respond as quickly as possible, typically within two to three regular business days. Please do not share confidential or personal information in any communication or message.

Process & Planning

All of your questions are welcome. If you should have any questions or unanswered questions about any of the Creative Arts Facilitating sessions, please ask. We work in partnership with our clients with the focus and goals of sessions made clear in advance.

Billing & Payment

Individual sessions (video, phone, synchronous email messaging, in-person) are scheduled in advance and are either 60 minutes or 90 minutes in length. The most current rates are reflected on the website (nataliehogge.com). Prices are U.S. dollars (USD). Payments are due at the time of service or according to an individualized payment plan. See website for current list of insurance companies we bill.

Please contact us by email contact@nataliehogge.com or through the website nataliehogge.com to discuss our reduced rates and individualized payment options.

Cancellations

If you need to cancel a scheduled individual session, please notify us at least 2 hours in advance. We do understand that this is not always a possibility. Clients may be charged a fee up to the full session price for a missed or cancelled session if less than 2 hours advance notice is provided.

If you are unable to attend a group session, please let us know by email natalie@nataliehogge.com or through the website nataliehogge.com that you are unable to attend.

Refunds: Group Sessions

Please contact us by email contact@nataliehogge.com or through the website nataliehogge.com to discuss refunds. We try to be understanding and typically offer the following two tiers for refunds:

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Creative Arts Facilitating Policy Statement: (cont'd)

Creative Arts Facilitating Workshop Series: *(consists of multiple workshop sessions offered under one topic)*
If you are not able to attend a group program at all for which you have registered and paid, we will reimburse you 100% of the money you paid--BUT you must notify us a minimum of 2 hour prior to the start of the 1st session to receive a 100% refund. You can let us know in three ways: (1) send us an email stating you are not going to be attending the group after all and asking for a refund; or (2) call us and speak with us to let us know about the change and to ask for a refund; or (3) call us and leave a voicemail message to let us know about the change and to ask for a refund. Remember, we must be notified no later than 2 hours before the start of the 1st session for a 100% refund.

If you attend 1 session and then decide you do not wish to continue, we will reimburse you 50% of the money you've paid--BUT you must notify us a minimum of 2 hours prior to the start of the 2nd session to receive the 50% refund. You must let us know using one of the following three options: (1) send us an email stating you are not going to continue attending the group and asking for a refund; or (2) call us and speak with us to let us know about the change and ask for a refund; or (3) call us and leave a voicemail message to let us know about the change and to ask for a refund. Remember, we must be notified no later than 2 hours before the start of the 2nd session for a 50% refund.

NOTE: if you are participating in a group workshop series but are not able to make a particular session within the series, we do not offer refunds for these situations.

Refunds: Individual Sessions

We offer pay-as-you-go and monthly plan options. Refunds are not given. When using the pay-as-you-go option, payments are due at time of service. Nothing is paid in advance. Monthly packages are paid in advance or according to an individualized payment plan. Refunds are not given for monthly plans. Missed or cancelled sessions, when on a monthly plan, are rescheduled for another day/time within the dates of your purchased monthly plan.

Complaints

If you feel a need to file a complaint, please submit your complaint in writing by email at contact@nataliehogge.com or through the website nataliehogge.com

You will never be penalized for filing a complaint.

Questions?

Please contact us by email contact@nataliehogge.com or through the website nataliehogge.com with any questions you may have.