



1. You must attend the sessions you were assigned. If you need to change your appointment you must give a 24-hour notice or you will be charged for a "no show" fee (price of the class). **Some contracts do not allow any misses**; these are identified in the narrative statement concerning the class you have chosen. There are no misses or late entry for DWI, DWI-IP, or DOEP.
2. You must check in at the front desk and sign the class sheet to be given credit. If you do not check at both the front desk & on the class roster, you will not be given credit for the class.
3. There is NO LATE ENTRY to class and you will not be given credit for class if you leave the room. No cell phones "on" in class.
4. Payment IN FULL is required at the time of intake for DWI, DOEP and DWI-IP. (a separate intake fee is not assessed for these classes; it is included in the price). If you register online, **you must also make an online payment to be enrolled in the class**. The State Certified classes, DWI, DOEP and DWI-IP do not allow late entry or refunds - with the exception of DWI-IP you may make arrangements in advance for up to two (2) misses. There is a **\$40.00 fee** required for each of the make-up classes the classes must be arranged and made up before the next scheduled class - **no exceptions**.
5. **All fees are required at the time of services rendered. You must pay the intake fee at the time of intake. If you register online, you must also make an online payment for the intake.** You will also be required to make payment for all Education Classes at the time of check-in for the class. You will not be allowed in class/group if no payment is made.
Payment Options: (1) pay in full; or (2) pay a portion of the amount due
6. There are NO REFUNDS. You may substitute for other groups, individual therapy or workbooks.
7. If you are referred by a court you must have paperwork showing the classes or services needed in order to be enrolled.
8. Due to our client's rights for confidentiality/HIPPA **NO GUESTS** are allowed in the office or in the waiting area. Children are only allowed in the agency IF they are the client.
9. No weapons are allowed for any reason in the building. **No verbal or physical abuse will be tolerated toward staff or other clients. At any time the staff can ask you to leave the facility and you will lose credit for the class with no refund.**
10. You may not attend a session if the staff believes you are under the influence of ANY mind or mood altering substance. If you are under the influence you will be asked to leave and charged for the session. If you drove to the office and are not able to drive we will notify your emergency contact. If you refuse and attempt to drive the staff will contact law enforcement.
11. If you need court reports, you must give MHRC a minimum of a one week notice **in writing**. You will be given a certificate when you complete your programming. You must notify office staff one week before your completion date to schedule this completion. You are responsible for supplying in writing to our office staff the correct information for addresses and requirements of any and all reports and necessary dates.
12. There is a separate charge for all court reports and court testimony. The fee must be paid before the court hearing.
13. Clothing and jewelry - please do not wear any drug or alcohol clothing, caps or jewelry. Please wear clothes that would be appropriate for your probation visit. The staff may ask you to change or leave if your clothing is not appropriate. If you are asked to leave, no refund will be issued and you will be asked to make payment for any additional classes.