

Instructions for making and paying for appointments & Information about remote sessions and group work

Please read through this entire document before taking action. If you have any questions or concerns feel free to contact me at e.kratka@sbcglobal.net.

Selecting your rate and time

(This information does not include any discounts you may have been offered after your complimentary sample session. The links to those special offers may only be found in the thank you message you received after that session.)

Your options (excluding programs such as Results Beyond Belief Gold) are listed below.

1. A standard first session is 60 minute long and is held by phone or Skype. The investment for this is US\$ 324. Subsequent one-hour sessions may be purchased for US\$ 360.
2. It's also possible to choose a briefer session for 25 minutes, either after the first session or if you only have a few things to address in your first session. The fee for this is US\$ 150.
3. You may, only after you have done at least one longer by-phone-or-Skype session unless the investments for the other sessions feel cost-prohibitive for you, choose remote sessions in which we are not present together at your appointed time. The fee for these, which are 10+ minutes long, is US\$ 60.
4. Your fourth option, which may be chosen at any time (in addition to or instead of any of the above), is to participate in the Results Beyond Belief Synergy teleclinic. This group meets twice a month by phone/computer connection. The fee for each session is US\$ 40 or US\$ 69 at the monthly subscription rate (which may be canceled at any time).

See below for more information about the remote and group options. You may also choose a different amount of time, such as 40 minutes. To calculate your rate for this, base it on US\$ 360 per hour. So 40 minutes would be US\$ 240.

When you began work with me (right after your sample session) you were offered discounted rates on the various formats of sessions. You may continue to apply those same discounts as long as you purchase another

session (of the same or lesser amount of time as the session(s) you originally purchased) within 72 hours of the time you received the session that was discounted.

For example, if you purchased a one-hour session at a discounted rate and used the session on January 7, you may purchase another session of an hour, 25 minutes or 10 minutes remote work at the discounted rates, and which may be scheduled whenever you like, as long as you purchase by January 10. You may NOT purchase a discounted hour if your original purchase was for 25 minutes (or 10 minutes remote work).

Making payment

To make payment you may use the Buy Now buttons on the appropriate website page OR:

- 1) Mail payment to:
Ellen Kratka
4 Wintergreen Ct.
Woodbury, CT 06798
After mailing please email me (e.kratka@sbcglobal.net) to let me know you've done it.

If we have arranged a time and fee that is not given on that page you may mail payment as above or follow the directions below.

- 2) Go to [Paypal](#), log in to your account (if you do not yet have one it is free to set up), hit the Send Money tab along the top of the page, enter my email address (e.kratka@sbcglobal.net) and enter the payment amount. After making payment please email me your confirmation from PayPal. (This is needed because occasionally payments are sent to an incorrect email address, which means I don't get them, and with the confirmation in hand I can check that.) **If you prefer that I send you a PayPal invoice link, email me to let me know.**

Look for a thank-you message from me soon after making a payment on PayPal. (If you don't get this and have not already sent me your confirmation, please do that.) I will also send out a thank you after I receive a mailed payment.

Appointments and Work hours

Once payment is made you may schedule your session on [Appointy](#). Select the service that corresponds to the amount of time you have chosen, either Service A (20-30 minutes) or C (60 minutes) for the phone/Skype sessions or the 10-15 Minute Improvement Session for remote work. (Please note: The calendar will show your local time.) Service B is only to be scheduled by special arrangement.

When you register on the calendar please include the phone number or Skype ID you wish me to use when I call you for your session. If this ever changes, email me to let me know the new way to reach you. All sessions with clients outside of the US are done on Skype, unless you prefer to telephone me. In the latter case email me to let me know.

To cancel an appointment you have made, click on the Cancel link in the confirmation you received from [appointy.com](#). To change your time you will need to first cancel the old appointment and then select a new time on the calendar.

All work and communications are handled during the times displayed on the calendar. Occasionally I will reply to emails or do remote work outside of those hours, but NOT after 6 pm ET on Fridays, after 3 pm ET on Saturdays or at any time on Sundays.

Payment agreement

Payment is expected in advance of your session. However, for mailed payment I do not need to have received it by the time of your session. I just need to know you have already mailed it. So there is no need to wait to schedule. If you would like to request a special arrangement, like grouping payments together if more than one session takes place in a week, let me know.

By entering into a client relationship with me you are agreeing to pay for all work time. That means if we go over the originally agreed on time you are responsible for paying for the additional minutes. (And if less time is needed than you requested, you will be given a time credit against your payment to be used in a future session.) Email communications also take time, and you will be billed for anything over a minute used in my reading and responding to your messages.

Remote sessions

During the scheduled time of your session you are encouraged to sit and breathe and bring your awareness into your body (and down to the Earth) as much as possible. It is a time for you to notice the changes that are occurring. Enjoy it.

Communicating with me regarding work to be performed in sessions

To transmit to me what you would like me to work on **you may either email me your concerns OR have a work folder provided for you (shared between you and me) on [Dropbox](#)**. The file is especially usefully if you expect to do one or more remote sessions with me but you may also choose to transmit a written work list for one or more phone or Skype sessions.

If you already have a Dropbox account there is nothing to do. You will receive the folder with a blank file to which you will add whatever problems and issues you would like me to address. If you do not have an account with Dropbox I will send you an invitation. You will need to accept it and download the software onto your computer. Instructions are provided by [Dropbox.com](#) in a step by step process.

The file will serve as my work list, which will be addressed over the course of one or more sessions. You may add to it at any time. I will refer to it at the time of your session. Occasionally I may make notes in the file letting you know that an area has been completed or that something else was really the problem. Even if it is indicated that something has been completed you are free to let me know if there is more that is bothering you in that area and I will continue to look for the source, cause or reason.

The time it takes me to read your communications will be included in the billed time, so I suggest you keep them brief. I will be feeling for the leading weakness anyway, which may not be what you write.

Group sessions (Results Beyond Belief Synergy)

For these sessions you are entitled to request resolution for one problem per call (in addition to whatever strengthening you receive in connection with problems that others have brought to the call). If you prefer not to speak on the call, you may send me your problem or question via email. However, if I feel that the problem you have written about is not the one that is the greatest weakness to be addressed at that time, I will strengthen you to something else (and let you know what that is).

Please keep your problem/question descriptions down to a maximum of 10 words. Write "RBB Synergy" in the subject line of your email. For each succeeding call you may send in a new problem or question or let me know that there is more to be done on the one you sent previously (and describe that problem again). If you are not able to be on the live call you will still experience the strengthening that is done, and you will receive the recording of the call after it has occurred.

You must re-purchase this service each time you want to participate unless you have purchased a subscription. In the latter case your subscription will renew every month until and unless you decide to cancel it. You may do so by going to your PayPal account, clicking on the gear icon at the top right of the page (for your Profile), finding Pre-approved Payments, and hitting the Cancel button for Results Beyond Belief Synergy.

I look forward to working with you and thank you for allowing me to serve you!