

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.

Making payment

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

- 1) Ask about other bank to bank methods of payment.
- 2) 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 you are paying for an amount of time and/or fee that is not given on that page you may mail payment as above or follow the directions below.

- 3) Go to <https://paypal.me/ellenkratka>, 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. **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](#) if it is to be held by phone/Skype/WhatsApp Select the service that corresponds to the amount of time you have chosen. (Please note: The calendar will show your local time.)

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,
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email me to let me know the new way to reach you. All sessions with clients outside of the US are done on Skype or WhatsApp, 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 (and remote work is usually done between 1 and 2 pm ET), 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.

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 [Google Workspace](#)**. 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, Skype or WhatsApp sessions.

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
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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.

At the beginning of our work together you will also be sent a link to a client info form in Google docs. This file, too, may be changed as needed over the period of our work together. I will automatically receive notifications of changes in either of these files.

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