

Integura Clarity Group, LLC – Business Policy

Effective Date: August 1, 2025

Welcome to Integura Clarity Group (ICG). We are committed to providing high-quality services in a timely, respectful, and professional manner. To ensure a smooth and productive experience for all clients, the following policies apply to all scheduled services, consultations, and programs booked through our website or calendar system.

1. Appointment Scheduling

All services must be scheduled in advance via our official booking system. Confirmation emails will include meeting links, service descriptions, and preparation instructions, if applicable.

2. Cancellations & Rescheduling

Clients must provide a minimum of 24 hours' notice to cancel or reschedule an appointment. Cancellations made with less than 24 hours' notice may result in a \$25 cancellation fee or forfeiture of the session, depending on the service type.

Exceptions for emergencies may be granted at the discretion of ICG.

3. No-Show Policy

If a client does not attend a scheduled session and no prior notice is given, this will be recorded as a no-show. After two no-shows, clients may be restricted from booking future appointments without prepayment or may be referred to alternative service pathways.

4. Payment Terms

Payment (if applicable) is due at the time of booking unless otherwise noted. We accept major credit cards, PayPal, and invoice payments for organizational clients.

Consultations offered at no charge must still be booked through our calendar system and are subject to the cancellation and no-show policy.

5. Confidentiality

All sessions, especially Moral Recognition Therapy (MRT) and strategic consultations, are conducted in confidence. Client information is never shared or distributed without written consent, except where required by law.

6. Professional Conduct

ICG reserves the right to refuse or discontinue services to clients who demonstrate disrespectful behavior, harassment, or violations of ethical or legal standards.

7. Use of Digital Services

By scheduling a virtual session, clients agree to the use of secure video conferencing tools. Clients are responsible for ensuring a stable internet connection and a private space during the session.

8. Program Participation

Some services (e.g., MRT groups, coaching packages) may require a signed participation agreement outlining attendance expectations, confidentiality, and consent to engage in the full program cycle.

9. Feedback & Grievances

We welcome constructive feedback and strive for continuous improvement. Clients may email us directly at info@integuraconsulting.com to share feedback or request a grievance review.

10. Policy Updates

This policy may be updated periodically. The most current version will always be available on our website and booking page.

11. Privacy Policy

Integura Clarity Group, LLC is committed to protecting the privacy and personal information of all clients, partners, and website visitors. This privacy policy outlines how we collect, use, and safeguard your information:

- a)** We collect only the necessary information needed to deliver services, such as your name, email, phone number, and relevant intake details.
- b)** Your information is used exclusively for communication, service delivery, scheduling, and internal documentation.
- c)** We do not sell, rent, or share your personal information with third parties unless legally required or with your explicit consent.
- d)** We use secure third-party platforms (e.g., Microsoft, Zoom, and payment processors) with their own privacy safeguards.
- e)** All client records and sensitive information are stored securely and accessed only by authorized personnel.

By using our services and website, you consent to the practices described in this policy. We may update our privacy policy from time to time. Updates will be posted on our website and become effective upon publication.

For questions regarding this policy or clarification on a specific service, please contact us directly at info@integuraconsulting.com.