

An Important Update to Our Policies

Dear Healing Gateway Family,

We are so grateful for the opportunity to walk with you on your healing journey. It is an honor to serve those who come to Healing Gateway seeking freedom, restoration, and wholeness—and we thank you for trusting us with something so personal and sacred.

As our ministry continues to grow, we want to share some upcoming **policy updates** that will take effect **January 1, 2026**. These changes are designed to help us steward our counselors' time well, care for our team, and ensure we can continue offering ministry to our community for many years to come.

After much prayer and consideration, we are moving from a donation-based model to a **set fee per appointment model**.

What's Changing:

- **Counseling sessions:**
The session fee will now be a set amount, equal to what has previously been the *suggested donation* for your counselor.
- **Deliverance sessions:**
A set fee of **\$80 per 2-hour session**.
- **Sliding scale available:**
We do not want finances to keep anyone from receiving healing. If you are unable to afford the full fee, a **sliding scale option** is available, and you may pay what you are able. ***However, this option is available only to those who communicate with us about it prior to your scheduled appointment.***
- **Biblical principle of sowing:**
While we never want finances to be a barrier, we do ask that those receiving ministry sow into the work as they are able, following the biblical principle of sowing and reaping.

Appointment & Cancellation Policy:

Due to a high number of last-minute cancellations and no-shows in 2025—which hold time slots that others are waiting for – in 2026, we are implementing the following:

- A **credit card will be required on file** to book an appointment, to hold your appointment time slot, even if you will be paying for your visit with cash or a check at the time of service.
- We encourage (*but do not require*) payment to be made at the time of booking.
- **24 hours' notice is required** to cancel or reschedule an appointment.
- If less than 24 hours' notice is given (*excluding emergencies or illness*), or if an appointment is missed, a **\$25 short cancellation/no-show fee** will automatically be charged to the card on file. We will notify you of this charge by sending you a receipt by email.
- **Cancellations can be made by phone call, voice mail, or text to: 719-204-3507 or Email at: office@HealingGatewayIM.com**

Partnering Together:

We are deeply thankful for our **monthly partners**, whose generosity helps cover ministry expenses and makes healing available to those who are unable to pay the full amount. If the Lord has done powerful work in your life through Healing Gateway, we invite you to prayerfully consider giving a portion of your offering so that others may receive healing with all associated costs covered.

These changes will allow us to serve you—and our wider community—with greater consistency, care, and sustainability. We are truly excited about all that God is doing and all He is going to do in **2026 and beyond**.

Thank you for your understanding, your partnership, and your continued trust in Healing Gateway International Ministries.

With gratitude and expectation,

Susan M. Ogden