

V24 – LEGAL REVIEW COMPLETE · CEO-SIGNED · IN FORCE · cleared for family use

Plain-language companion to the binding Family Agreement (the Agreement governs). Legal review complete; CEO-signed and in force. Cleared for family use and family distribution.

HORIZON RECOVERY

The Horizon Guarantee | Family Summary

Version 24 | Legal review complete · CEO-signed · in force — August 1, 2026

What we promise. What we don't. What happens if we miss.

The Horizon Guarantee is a written commitment from Horizon Recovery to your family, signed by the CEO, covering the period from admission through seven days post-discharge. It defines the specific commitments we promise to deliver, what we will not promise, and what happens if we miss one of those commitments. It is a service guarantee. We promise the path. We don't promise the destination.

We carry the risk. You focus on your child.

What we promise

Within the guarantee window, we hold ourselves to written standards across the family experience:

Your first 72 hours. A first-day settled-in confirmation within 24 hours. Your assigned Care Coordinator reaches out to you directly within 1 business day. Four treatment team introduction calls within 2 business days — therapist, house supervisor, psychiatric provider, medical provider — each sharing initial impressions and direct contact. An FNP-led full history and physical examination (or review of a recent exam) within 48 hours of admission. Your first photo of your child with consent within 2 business days. An initial written treatment plan within 72 hours, with a refined treatment plan delivered in writing within 7 days of the initial.

Admissions and intake. Defined response times, one named admissions counselor, clear out-of-pocket cost expectations before you commit, a structured day-one welcome.

Financial communication. Plain-language statements, no surprise charges, written response to any financial communication within one business day, advocacy on insurance denials at no cost to you.

Daily medical and clinical care. Daily medical oversight, weekly psychiatric review, weekly clinician conversation with the primary clinician, expanded weekly written summary covering clinical engagement, activities, house themes, and the week ahead.

A named Care Coordinator. Your point of contact through the entire stay, reaches out to you directly within 1 business day of admission. Weekly proactive check-ins. Cross-department coordination so you are not chasing answers across multiple teams.

A consistent daily environment. 24/7 supervision with documented safety checks, structured programming, trained and certified staff, dignity in routine.

How we keep your child safe. Verbal de-escalation is always the first response. Physical intervention is never routine and never a consequence — it is used only as a last resort, when your child or another person is at risk of harm. Our staff are trained and certified in Handle With Care, every instance is documented, and you are notified. We would rather tell you this plainly now than have you discover it later.

Family connection. Weekly scheduled virtual visit with your child, on time. Weekly photos for the first 30 days then monthly, twice-monthly Parent Support Group.

A real discharge transition. First aftercare appointment confirmed in writing before discharge, written discharge plan within 24 business hours, a 24-hour post-discharge follow-up call, and a structured day-seven connection check after your child comes home.

What we don't promise

Honest commitments mean naming what is not in the guarantee.

Outcomes. Recovery from adolescent behavioral health concerns depends on factors that include your child's history, willingness to engage, family system, post-discharge environment, and circumstances outside any one program's control. No program in this space can ethically promise what a child becomes during or after treatment. We won't pretend otherwise.

Three categories of events outside Horizon's operational authority. Acts of God (natural disasters, severe weather, public health orders), insurance carrier coverage and appeal decisions, and decisions and availability of external providers we do not employ or contract. When one of these affects a specific commitment, we tell you in writing within 24 hours, document what happened, and identify which part of the commitment was delivered. Our other commitments continue to apply.

Faster admission than is clinically appropriate. When clinical assessment identifies that another setting or step would serve your child better, we say so.

How the guarantee works

The guarantee window runs from admission through the seventh day after discharge. The seven-day cutoff is intentional — it covers the most common point where families have told us prior programs disappeared.

Every commitment is delivered within the context of individualized treatment and safety. When an active clinical or safety situation requires us to change how a commitment is delivered in a specific moment, we tell you in writing within 24 hours, document what happened, and identify which part of the commitment we did and did not deliver. The resolution pathway applies the same way it applies to any other miss. Clinical reality does not exempt Horizon from the guarantee.

What happens if we miss a commitment

This guarantee covers the specific commitments listed in the Family Agreement. If you believe we have not delivered on one of those commitments, you raise it. We acknowledge in writing within two business days. We investigate against our documented commitments and respond to you within seven calendar days, in plain language: what we found, whether we missed a listed commitment, who is accountable, and what we are doing about it.

If our investigation confirms a miss — or if our investigation says we delivered the commitment but you still feel we did not deliver that specific commitment — we refund what your family has actually paid out of pocket. That refund does not include amounts paid by your insurance, amounts billed but not yet paid, or charges for services delivered after the refund decision, and it is available once. The full terms are in the Family Agreement. Your child's care continues if you want it to. The decision about money and the decision about treatment are separate.

The Agreement is the boundary of the warranty. Concerns outside the listed commitments are addressed through separate pathways, but they do not trigger a refund under this guarantee.

This is a summary. The full Horizon Guarantee Agreement, signed by the CEO for every family, contains the complete commitments by area, the resolution pathway, and the contact information for the named team members assigned to your family.

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