

Patient Policies

PLEASE COMPLETE ALL SECTIONS AND INITIAL/SIGN WHERE INDICATED.

Patient Name: _____ DOB: ____/____/____

Cancellation / No Show Policy

Due to the nature of our business, we request that patients give us **24 hours notice** for any appointment changes or cancellations. This is to give us ample time to offer that time to another patient and to try to fill that appointment slot for the therapist who relies on a full schedule. In the event that you miss an appointment, or do not give us at least **8 hours notice prior to cancelling or rescheduling**, you will be responsible to pay for *50% of your full appointment cost*. However, if we are able to fill your time slot, you will not be asked to pay the fee. The therapists are all subcontractors and are only paid for completed sessions. We absolutely understand that accidents happen and emergencies arise, and will take that into consideration, but assessing no show fees is at the discretion of Wellness Bodywork. Please let us know if there is anything else we can do to help remind you of your appointment. Thank you for your understanding.

INITIAL: _____

Check Policy

We are happy to accept your personal checks, however, a fee of \$20 will be assessed to your balance for any NSF or returned checks. An additional \$10 fee will be assessed if the invoice for the returned check and fee are not paid within 14 days.

Etiquette

We agree to provide you a safe, professional, healing environment to receive your massage therapy, and in return, we ask for professional behavior conducive of the healing environment. We ask that you arrive on time for your appointments, so you can receive all of your table time. In consideration of others who may be receiving healing services in our clinic, we ask that you speak quietly when possible and keep cell phone conversations to a minimum. Our healing services we offer at Wellness Bodywork are professional, and are in no way sexual. We ask that you also remain professional at all times, and if the therapist feels you are misinterpreting touch, or pushing professional boundaries in any way, your session will be terminated.

Miscellaneous

If you have a balance at Wellness Bodywork, and cannot pay it in full right away, please contact Amanda Bisson at the office number immediately to discuss payment plan options. Any unpaid balances on your account may be forwarded to a collection agency for further collection attempt after 30 days past due, as we deem necessary. You may not be able to be seen at Wellness Bodywork if you have a past due balance.

Gift Cards for services are available at our office. We are happy to accept coupons or apply any sale we are having on services to a gift certificate for future use. Gift certificates are *non-refundable*, but are transferrable. Gift certificates may be split into smaller denominations of time, (ex: If you have an hour gift certificate, you may split it into two half hour sessions) however, there is a fee of \$5 each time they are split. Gift certificates may be used for past balances on your account, but they will be applied at the value that they were purchased for.

Patient Signature: _____ Date: ____/____/____

