**Reverse Aging Wellness Clinic Policies & Procedures**

**Financial Policy:**

Reverse Aging Wellness Clinic only accepts credit cards such as Visa, Mastercard, American Express, Debit or Cash payment. We do not accept personal cheques, or money orders. All payments are processed after sessions have commenced. Packages being purchased for numerous sessions will be paid in full after first session has been used. Declined credit cards will be recorded and if no other payment is available the client has 5 business days to pay for session. If payment has not been processed after these 5 days Reverse Aging Wellness Clinic has the authority to pursue legal action against client.

**Refund Policy:**

Reverse Aging Wellness Clinic has a no refund policy after a session has been completed. The only time a refund may be processed is before any sessions have been completed, and only if client has paid in advance. Groupon refunds will be strictly dealt with Groupon Policies as follows.

**Clients Responsibility Policy:**

If client is unable to make their scheduled appointment at Reverse Aging Wellness Clinic 24-hour notice is necessary to avoid cancellation fee of 25 % of the session which has been missed. This must be confirmed with the receptionist as the time will be allocated for other individuals who wish to book accordingly to missed appointment. Leaving voicemails without confirmation that the receptionist has freed time without confirmation will lead to payment of a cancellation fee.

Clients who are late for their scheduled appointment will have missed “x “number of minutes of their full session to avoid other clients who have scheduled session and have arrived on time. Example if client is booked in from 1-3 and arrives 15 minutes late specialist will not extend session unless there is no other person who is booked for their next appointment.

Clients who have signed up for memberships will be given their \_\_\_\_ % off certain products and discount off sessions.

**Referral Policy:**

Clients who refer other individuals to Reverse Aging Wellness Clinic will be given a 5% discount for referrals.

**Cellular Device Policy:**

Reverse Aging Wellness Clinic has a no ring cell phone policy to adhere to other sessions on going. No cell phones will be used while sessions are being commenced by specialist. If emergency calls are need to be made they should be made in the front reception area and low tone voice used in order not to disrupt other ongoing sessions.

**Procedures**

1. **Client Record Procedure:**

Reverse Aging Wellness Clinic has an informed consent form which must be filled out by anyone who will have a session at our Clinic. Information is always filled out before any person has started a session. This information is confidential and will not be shared with a third party. Information from clients is held at our clinic database system and physical copies which are stored accordingly in clients personal file will be destroyed after individual is no longer a client at Reverse Aging Wellness Clinic.

1. **Before start Time Session Procedure:**

Reverse Aging Wellness Clinic educates clients on specific procedures which are deemed for certain sessions. E.I.S, Biofeedback Procedure, Colon Hydrotherapy Procedure, Sweatonics Procedure, Venus Freeze procedure, Aqua Detox Procedure. The coaching instructions for sessions if any. Refer to procedure for appropriate package where client signs off on session they have chosen.

Once individual has signed off informed consent form and receptionist has read over necessary information client is able to start session.

1. **After Session Procedure:**

After session has commenced clients are processed through the front for payment and booking of their next appointment. Given any recommendations as per specialist’s requests.

**I understand Reverse Aging Wellness Clinic’s Policies & Procedures:**

**Signed By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**