**Reverse Aging Wellness Clinic Policies & Procedures**

**Financial Policy:**

Reverse Aging Wellness Clinic only accepts credit cards such as Visa, Mastercard, Debit or Cash payment. We do not accept personal cheques, or money orders. All payments are processed before the sessions they have to fully paid. Packages being purchased for numerous sessions will be paid in full after first session has been used.

**Refund Policy:**

Reverse Aging Wellness Clinic has a no refund policy after a session has been completed or package was purchased. The client can change the package and the individual price will apply towards sessions which were used. Package can be presented to another person by the purchaser. There is 48 hours cancelation policy towards sessions except ion detox, pemf sessions, colon hydrotherapy as this sessions have 24 hour cancelation policy.

**Clients Responsibility Policy:**

If client is unable to make their scheduled appointment at Reverse Aging Wellness Clinic they have to arrange the new schedule 48 hours before their session. There is 48 hours cancelation policy towards sessions except ion detox, pemf sessions, colon hydrotherapy, lypmph massage as this sessions have 24 hour cancelation policy.

48-hour notice is necessary to avoid cancellation fee of 50% if the cancelation is done a day before and full 100% if there is a last minute cancelation or no show. 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. Please email us.

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 or the x amount of minutes will be deducted from their paid session.

Clients who have signed up for memberships when we will again offer them 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 10% discount for referrals if they want to use it for a session of their choice.

**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 upon their request.

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 after reading the Excemption page.

1. **After Session Procedure:**

All sessions have to be prepaid in full for Quantum Biofeedback, Introspective Hypnosis, Raindrop therapy, EIS full body scan, Venus Freeze, massage, slimming body wraps, Transformational Therapy Program. Clients are processed through the front for payment and booking of their next appointment. Given any recommendations as per specialist’s requests. The Venus freeze and Medical Aestethic Consultations are prepaid $50 and the prepayments will be used towards the paid session if the client decides to have one.

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

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