



## Soteria Wellness Business & Etiquette Policies

Please initial each section and sign below indicating your acceptance of our policies:

### Arrival Times

**New Clients:** Please arrive 15 minutes before your scheduled appointment time to complete the required paperwork. If you have a complex health history, it may take longer. Alternatively, print and complete the paperwork, bring it along and arrive 10 minutes early.

**Current Clients:** Please arrive 10 minutes before your scheduled appointment time to use the restroom, hydrate, make yourself comfortable or use the vibration plate if desired. \_\_\_\_\_

### Late Arrivals

If you arrive late, your appointment may be shortened to accommodate appointments following yours. Depending upon how late you arrive, your therapist will determine if there is enough time remaining to start your treatment. Regardless of the length of the therapy actually given, you will be responsible for payment of the full appointment amount scheduled. \_\_\_\_\_

### Appointment Cancellation Policy – 24 Hour Advanced Notice

**24-hour advance notice is required to cancel an appointment.** This allows the opportunity for another client to schedule an appointment. **An appointment cancelled without 24-hour advance notification will result in a full charge to the client for the missed appointment or a deduction of the missed appointment from their wellness package.** The missed appointment charge must be paid to reschedule a new appointment. \_\_\_\_\_

### No Show Policy

If you miss an appointment without calling 24 hours in advance, you are responsible for the full appointment price. This fee must be paid before another appointment will be accepted. Repeated no shows will result in lost scheduling privileges. \_\_\_\_\_

### Payment

Payment in full is due at the time of your session.

**Inappropriate Conduct**

Any illicit, sexually suggestive, or otherwise improper language or behavior will result in immediate termination of the session. The client will be responsible for full payment of the scheduled appointment and future appointments may be declined.

**Form of Payment**

Soteria Wellness, LLC does not accept insurance. We do accept HSA and Flex debit cards. It is your responsibility to ensure that the services you utilize are accepted by your plan and that you have acquired approval if needed from your personal health care provider.

**Cash and Local Personal Checks Preferred.** Credit/Debit cards accepted. In the event a check is returned for non-sufficient funds, a fee of \$40 will be assessed. \_\_\_\_\_

**24 Hour Substance-Free Guideline**

Massage, bodywork and our other complementary therapies can increase circulating levels of alcohol/substances throughout the body, therefore we suggest clients refrain from heavy consumption 24 hours before and after their appointment. Alcohol, caffeine and nicotine also have a dehydrating effect on the body which can lead to increased discomfort following some therapies. For your safety, your therapist will decline your appointment if you arrive and smell of alcohol or appear impaired. You will be responsible for paying the full session price.

For MediCupping™, Lymphatic Drainage and Theragem™ appointments, it is imperative for your health to avoid consumption of alcohol/recreational drugs 24 hours before and after your appointment.

For BEMER® appointments please also avoid caffeine for 2 hours and nicotine for 30 minutes prior to use. \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Email Newsletter Permission (Optional)**

I give permission for Soteria Wellness, LLC to contact me via email with monthly newsletters with health tips and information on upcoming events and special offers. Soteria does not share or sell mailing lists. I may unsubscribe from the list at any time.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_