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Wax and Wane Wellness LLC - Kelly Sherman L.Ac., CHN

@ Bod Wellness Collective

**Office Policies**

Listed below are important policies concerning your healthcare at Wax and Wane Wellness LLC.

Welcome! We wanted to provide this list of important policies concerning your healthcare with Wax and Wane Wellness LLC at Bod Wellness Collective. Please read each item and sign the document at the bottom.

Hours of Operation:

Appointment availability is intermittent and changes seasonally. For the most up to date schedule, please see the online scheduler. Scheduling is done online using the online service known as Acuity or in person after your appointments. Limited same-day appointments may be available and would be found on the Wax and Wane Wellness Instagram (@waxandwanewellness).

Late Arrival Policy:

Please arrive 5-10 minutes before your scheduled appointment time so you can relax and change into loose fitting clothing if necessary. Early arrival will also enable you to finish any paperwork you may need to complete prior to treatment. In the event that you are late, we will make every effort to provide you with as complete of a treatment as possible; however, please understand we may need to make the treatment shorter than it would have been had you arrived on time.

Cancellation/Rescheduling Policy:

If you need to cancel or reschedule your appointment, please provide a 24-hour notice to avoid being charged the full appointment fee. Should you need to cancel or reschedule outside of the allowed window, please call 954-729-8036 as you will not be able to do so via our Acuity online scheduler. Please know that this policy is in place with respect to the value of everyone's time and healthcare needs.

Payment Policy:

Payment for all services and pharmacy items (herbs, oils, etc.) is due at the time of the visit, unless an alternate arrangement has been established. We accept cash, check, and credit cards. There is a $35.00 processing fee for any returned checks.

Valuables:

We cannot be responsible for any lost or damaged personal articles.

Cleanliness Policy:

We practice Clean Needle Technique for Acupuncture Safety and Related Procedures, as administered by the Council of Colleges of Acupuncture and Oriental Medicine (CCAOM) and required by licensure. As required by law, we utilize sterile, single-use acupuncture needles.

We maintain a clean and sanitary office at all times.

Non-discrimination:

We do not discriminate on the basis of race, age, religion, ability, education, sexual orientation, sex, or gender identity.

Right of Refusal:

We reserve the right to refuse service to anyone at any time or end a session with a client who is not respectful, or makes any unwanted comments or advances to any practitioners, other clients, or any other person on the premises. For your safety we will not allow any person to receive treatments or to attend classes if they are intoxicated.

I have read and agree to the Wax and Wane Wellness @ Bod Wellness Collective Office Policies:

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Printed Name of Patient Date

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Signature of Patient (or Representative\*)

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Printed Name of Patient Representative\*

\* **Note:** Patient Representative should sign if patient is a minor, or otherwise unable to sign for him or herself.