

The Wellness Zone ~ Massage & Bodywork by Dustin Brubaker, LMP, CMT
108 SE 124th Ave, Ste 18 / Vancouver, WA 98684 / Ph. (360) 713.7437 / www.theWellnessZone.org

Policy and Procedures

Appointments ~

Same-day appointments may be available at times; however, it is recommended that you try to make your appointment a few days in advance.

As a new client, please make your first appointment by phone. Return clients, if desired, may coordinate appointments through text message or email, for added convenience.

Be prepared with the correct clothing for your session (eg. flexible/loose clothing for Thai bodywork). Cold filtered water will be provided at time-of-service. It is encouraged to have own container for refills.

Payment for Service ~

Cash or check preferred for office visits. Credit/Debit cards accepted for *packages and special offers*. Credit/Debit cards (VISA, Mastercard, AMEX and Discover) are accepted through Google Checkout only, at this time. New clients must prepay for service online (www.theWellnessZone.org) if using a credit/debit card.

There is a 25.00 dollar fee for all returned checks.

Discounts are applied to prepaid services and all those paying at the time of service.

Insurance ~

Your insurance will be billed directly, for those who qualify. You should verify your insurance benefits with the insurance carrier prior to service, as you are liable for any charges they do not cover due to lack of benefit or specific denial made by them.

Please remember, checking your benefits and billing your insurance are courtesy services and done with every possible effort to save you in fees. Please notify me immediately if your insurance information changes.

Your insurance will not be billed for missed appointments; however, you will be responsible for applicable fees and payment out-of-pocket (see cancelation and no-shows policy).

Gift Certificates ~

If a gift recipient *does not redeem* their certificate by the indicated expiration date, the purchaser is entitled to transfer or "Claim It!" for their own use.

Gift certificates are non-refundable and must be present at time-of-service. There is a 5.00 dollar replacement fee for lost certificates.

Gift certificates *may be transferred* to family or friends, if pre-arranged by the gift recipient.

Cancelations and No-Shows ~

Cancelations must be made 24 hours in advance of the scheduled appointment time. If you fail to give sufficient cancelation notice, a 25.00 dollar fee is required. This fee will be waived if a replacement can be found for your appointment time.

Clients that "no show" an appointment are responsible for full payment of scheduled service.

Gratuities ~

Gratuities are never required and always appreciated. Please feel free to tip as you see fit.

Client Agreement:

I have read and fully understand the policies stated above and agree to honor them.

Signature _____ **Date** _____

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