

## **NATURE'S WISDOM WELLNESS ASSOC. POLICIES**

### **CANCELLATION POLICY**

It is our pleasure to welcome you to Nature's Wisdom Wellness Assoc.. We appreciate your business. As any business we survive by living up to a schedule and must have policies in place to help our business to serve our clients and staff. We have a 48 hour cancellation policy, although we have rarely enforced it. Due to an increase of last minute cancellations, **we will now have to enforce it.** Often, we have clients that could have taken that appointment. So a last minute cancellation causes us a financial loss. We are a small business and this is having an adverse effect on our business.

48 Hour cancellation policy notice: Cancellations with less than 48 hours notice will be charged 50% of the appointment. Cancellations with less than 24 hours notice or no shows will be billed 100% of appointment.

### **Return Policy/ Supplements**

We cannot be sure how supplements were stored once they leave our premises. Therefore all supplement sales are final. There are no returns. **PLEASE BE SURE THAT YOU HAVE THE CORRECT SUPPLEMENTS BEFORE YOU LEAVE.**

### **SUPPLEMENT TESTING POLICY**

We will test 3 of your supplements not purchased at Nature's Wisdom at your appointment. Please don't ask us to test more than 3. We cannot stay on schedule if we do. We will test any of your supplements purchased here. If you have more than 3 supplements from home that you would like tested, they can be tested with Alex, when we are not booked at \$1.50 PER supplement. Supplements must be in an unopened container and labeled in order for us to test.

### **Services**

If you have come here we will assume that you have educated yourself on the therapy you are here for. If you have any questions we will be happy to answer them, before your service. All sales are final. Once you have a service you will be expected to pay for it. Payment is expected at the time of service, unless you have made other arrangements with Nature's Wisdom. Thank-you for your understanding.

### **Insurance / Forms**

We do not take insurance. We also do not fill out insurance forms. Please do not ask as this is a very time consuming process and we just don't have the time. We will be happy to provide you with a receipt for the services you have had.

### **Phone Calls**

An hour is booked for each EDSA appointment so we have plenty of time to review and answer questions you may have. We understand that after you leave here you may have a question or two and we are happy to answer those questions in reference to your last appointment. If at your appointment and **one** follow up phone call we have not been able to address your questions or concerns we will suggest you make a consultation appointment for either 15 or 30 minutes depending on the length of your questions. This follow-up can be done on the phone or in person. The cost is \$25 for 15 minutes or \$50 for 30 minutes.

I \_\_\_\_\_ have read and understand Nature's Wisdom  
Wellness Assoc

Policies. Sign\_\_\_\_\_ Date\_\_\_\_\_