



200 Fourth Street, Suite A, Petaluma, CA 94952

Phone and Fax **707.778.2212**

E-mail epiphany@sonic.net www.PetalumaHealingArts.com

Center Policies

Appointment Policy Agreement & Client Expectations

- I have a 48 Hour Cancellation Policy. Missed appointments, or appointments cancelled without at least 48 hours notice, are subject to full charge. Another appointment will not be scheduled until full payment for the missed appointment has been made.
- No refunds or returns on products purchased.
- When purchasing a 'Series' for any of the available services, payment for the 'Series' is made in full at the time of the first appointment of the series.
- If, for any reason you are unable to complete a 'Series', or if you prepaid for services (for yourself or someone else) that can't be completed, you have the time allotted for your particular series calculated from the first session received, to request a credit. All refunds will come in the form of a credit with Petaluma Healing Arts & Rejuvenation Center. The credit you receive will be pro-rated without the discount. (For example: for a 3 series session, you have 20 days from first session received or for a 6 session series, 41 days from first session received, to request a credit.)
- The 'Series' price for any service is discounted, and comes with stipulations which must be adhered to in order to receive the discount. (Ex: a 'Series' of colon hydrotherapy sessions are scheduled NO MORE than a week apart - although closer together is fine - anything farther than a week apart changes it from a 'Series' to individual appointments.) If, for any reason, you require a credit for unused sessions, the credit will be pro-rated without the discount.
- Full payment for any check returned NSF, PLUS my bank fees, will be collected before a future appointment is scheduled.
- If you are late, the time remaining is yours, not additional time.
- Please understand that your appointment time is YOUR time. It is not available to us unless you release the time by canceling or rescheduling with enough time for us to make use of it.
- Due to the nature of this work there is always the possibility that we may be off schedule. Our first priority is to prevent that from happening. If we ever see that this might happen we will try to reach you. If you are left waiting more than 15 minutes, or you are forced to reschedule due to time constraints, I will adjust the fee of your next session. If you can stay, and your appointment is started late, your session length will not be affected.
- Please be mindful of your appointment time by arriving and leaving as scheduled. If questions arise, and there is not enough time to talk after our appointment, we can make a specific phone date.

I AGREE TO AND UNDERSTAND THE ABOVE POLICIES.

Signature of Client

Date of Signature

Signature of Therapist

Date of Signature

We reserve the right to refuse service to any person for any reason.