

## Tibetan Medicine & Holistic Healing Clinic Policies

**We request a 36 hrs advance notice for cancellations of appointments or you are held responsible for full payment.** *Snow / severe weather late cancellation fees for under 24 hrs is up to the discretion of the practitioner. Please plan ahead for winter weather! We can be flexible, but if we come and you don't', without proper notice, you'll be charged full or half fees.*

All payments due when service is rendered. We accept check, cash & travelers checks. Currently we do not take cards. *We can take a card in rare circumstances, but the 3.88% use fee is added to your total.* If there are financial hardships, please discuss this before your appointment.

Student discounts applies only to those currently enrolled in half or 3/4 time classes.

Any payments past 30 days of the invoice or mailed service will be billed a \$10 late fee, a new 10\$ fee will be added each 30 days. Returned checks will have a \$20 fee for processing and bank charges.

Should quick questions by phone, or email be needed; brief, infrequent emails are accepted. Phone / email consults for follow ups for of town clients are charged a consult fee. Research and multiple long inquiries are charged in quarter hour sections for time taken for written responses.

Specifically, we are not available or responsible for being 'on call' for frequent or detailed phone calls, or email questions. Frequent questions by email will require charges for replies and consultations. You will be billed accordingly in the quarter hour system for out of office contact based on the practitioner's discretion. **WE DO NOT HAVE TEXT MESSAGES**

We will do our best to get you an appointment at your earliest opportunity, but cannot guarantee to get you in immediately. *If you have a medical emergency call your licensed medical care provider.* Please plan ahead when making follow up appointments as our schedule is limited.

Separate appointments are made for Kunye Massage & External Therapies and Pulse / Urine Diagnostic Consults unless the practitioner requests you bring your urine during an external treatment appointment. We are unavailable to check your pulse and urine without an additional fees when you come in for external treatments; both due to time constraints and in fairness of those who pay for diagnostic appointments.

We respectfully ask you to be on time for your appointments. If late, we may be unable to give you the full 60, 90 or 120 minutes set aside for your appointment. If you have questions regarding your next appointment or other issues; please cover that within your allotted appointment time. Otherwise we may ask you to make an additional appointment. If we take additional time with the person in front of you, please have patience. We do our best to make that time up to you. We cannot always make up time from your tardiness.

Long term refills of Tibetan supplements require re-check either by a TMD or those deemed qualified to assess you according to the Tibetan System. **Refills are given only 2 times, seasonally, or for a 6 months maximum based on the TMD's discretion before consult is required.**

*These policies are outlined in both Preparations Form & Informed Consent. By signing this policy form at the initial consult or massage, you agree to the clinic's policies and procedures regarding appointments, scheduling, phone calls, texts and payments.*

Signature \_\_\_\_\_ Date \_\_\_\_\_