

## MEDICAL SPA PAYMENT AND FINANCIAL POLICY

Effective Date 09 / 22 / 2024

Welcome to JOURNEY2WELLNESS, LLC. To ensure the highest quality of service, we have established the following payment and financial policies. Please read this document carefully, as it outlines our financial practices and your responsibilities.

### 1. Payment Due at Time of Service

Payment is due in full at the time of service for all procedures and treatments. Any consultation fees are also due at the time of the visit.

### 2. Accepted Forms of Payment

- We accept major credit and debit cards including Visa, MasterCard, American Express, and Discover.
- Cash payments are accepted.
- Personal checks are accepted with proper identification. A \$35 fee will be charged for any returned checks.

### 3. Credit Card on File Policy

For your convenience and to streamline the payment process, we require a valid credit card on file. By providing your credit card information, you authorize us to charge your card for any outstanding balances, missed appointment fees, or late cancellation fees as outlined in our policies.

### 4. Payment Plans and Financing

Payment plans may be available for certain treatments and packages. Eligibility is determined on a case-by-case basis. Specific terms and conditions will be provided and must be agreed upon prior to the commencement of any services under a payment plan.

5. **Specials, Promotions, and Packages**

Special promotions may be offered periodically. These cannot be combined with other discounts or applied to previous purchases. Treatment packages that offer discounted rates for multiple sessions and must be paid in full at the time of the first session. Promotional services and packages must be used within the specified time frame (prior to the stated expiration date). Unused sessions are non-refundable and will not be redeemed for service after the expiration date.

6. **Insurance and Billing**

Our services are generally considered elective and are not typically covered by health insurance. We do not bill insurance companies. Upon request, we can provide detailed receipts for you to submit to your insurance provider for potential reimbursement.

7. **Privacy and Security**

Your financial information and treatment records are kept strictly confidential in accordance with HIPAA regulations. We employ secure methods to process and store your payment information.

8. **Changes to Financial Policy**

We reserve the right to amend our payment and financial policies at any time. Notice of changes will be provided at the medical spa and on our website.