

Wellstar Health Place

Ancillary Services Policies and Procedures

(Ancillary Services are defined as: Personal Training, Massage Therapy, Private and/or Group Swim Lessons)

Scheduling Appointments

At the time an appointment is scheduled, we require a credit card to secure your appointment time. We can use the credit card on file, or you can provide a new one. You will not be charged until you arrive for your service.

Payment Terms

Ancillary services expire one year after purchase date and at that time are no longer valid. All ancillary services are nonrefundable. Payment options include cash, check, Visa, Mastercard, AMEX, payroll deduct (Wellstar Employees only) and Health Place gift certificates. Duplicate discounts are not accepted. Gratuity is appreciated for massage services only, but not expected.

Client Disclosure

Wellstar Health Place requires that each client provide a complete history of all previous and current medical conditions on our Health History Questionnaire. The client will complete the form to the best of his/her ability and will not hold Health Place responsible for any medical conditions not disclosed. Ancillary services will not be provided until the client has completed the Health History Questionnaire, full membership agreement (or nonmember agreement), and signed a participant waiver if applicable. A renewal for updated health history will be requested annually. Based on responses from this questionnaire, medical clearance may be required for a client to continue utilizing ancillary services.

Late Arrivals

We request that you arrive 15 minutes early for your first appointment and 5 minutes earlier than scheduled times for all subsequent appointments. If you are late, your appointment time will not be extended to cover late arrival times and you will be responsible for full payment of your appointment.

Cancellation

If a client must cancel an appointment, we require at least 24-hour notice of cancellation. Any appointments not cancelled in accordance with this policy will result in the client being charged a **\$25 cancellation fee**. This also includes any appointments rescheduled within less than 24-hours. If the client is a no call/no show for the appointment, the client will be charged the full price of the scheduled ancillary service to his/her credit card on file. If there is not a card on file, a deduction will be added to the client account. Please call the front desk at 770-793-7300 or contact the Health Place team member you are working with to cancel any scheduled appointments. Appointments cancelled by Health Place due to team member illness or emergency will be rescheduled at a mutually convenient time.

These policies and procedures begin at the date of purchase for all ancillary services. By signing below, you are agreeing to the above-mentioned policies and procedures.

Client Name

Date

Client Signature