

## **POLICIES AND PROCEDURES AT THE WORKING BODY**

Welcome to The Working Body (TWB). We want you to have an enjoyable and successful experience here. Towards that end, we have a few policies and procedures that we want you to understand. Please read this form and sign at the bottom. If you have any questions, please direct them to the practitioner with whom you are working.

TWB rents space to individual practitioners each of whom operates his or her own business. That practitioner is solely responsible for his or her business practices and **TWB is not responsible for his or her business affairs**. We recommend that you ask your practitioner about his or her experience, credentials, fees, methods of payment, to whom payment should be made, hours of service, phone numbers, etc.

Each practitioner determines the charge for his or her services and payment goes directly to the practitioner or their individual business. **TWB is not responsible for any payments or credits for services; the responsibility rests with the practitioner**. In the case of payment by credit card, TWB's function is that of a "middle-man" receiving the payment and passing it through to the practitioner. The money belongs to the practitioner and the fact that the receipt says "The Working Body" does not mean that you are paying TWB, but only the practitioner. In addition, the practitioner decides whether or not he or she will accept credit cards.

Payments are to be made prior to receiving the service.

It is very important to arrive on time for each appointment. Practitioners often schedule consecutive appointments with other clients. **If you arrive late, you will be charged for the full session** even though your session will be shorter than if you arrived on time

To cancel an appointment without charge, you must contact your instructor at least 24 hours in advance of your scheduled appointment. **If you fail to cancel your appointment 24 hours in advance, you will be charged for a full session**, unless your practitioner has told you a different fee.

Many practitioners sell packages – a pre-paid set of sessions at a discounted price. **All sessions in a package must be used with that practitioner** and all the pre-paid payment goes to that practitioner. **TWB has no responsibility for the managing of these packages.**

We have a collaborative environment at TWB and practitioners may discuss clients' needs with each other. **If you do not want your information shared with anyone else at TWB, please check here \_\_\_\_\_, and point this out to your practitioner.**

TWB provides lockers for clients. However, **TWB is not responsible for anything that might be lost or stolen from the premises.**

I have read and understand these policies and procedures.

Client's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Client's Signature \_\_\_\_\_