

Terms and Conditions

Welcome to Dreamclinic Massage and Acupuncture. We are Seattle's trusted source for massage therapy and acupuncture in Green Lake, Queen Anne, Redmond, and Bellevue.

Terms: Please read all of the terms and conditions carefully before using this website, scheduling an appointment, or receiving any massage therapy or acupuncture services. These terms apply to all clients scheduling through our website, in person, or over the phone. If you have questions, please call (206) 267-0863 or email us at service@dreamclinic.com.

Payment & Fees:

- Full payment is due at the time of service.
- A credit card is kept on file for your account.
- Cash is not accepted as a form of payment.
- Gratuities may be provided directly to therapists as cash, or by credit card at time of service.
- Balances due, including late and cancellation fees, are charged to the card on file.
- An unpaid balance of \$100 or more may result in denial of service and/or collections actions.

Accepted Payment Methods:

- Checks
- Visa/Mastercard/Discover
- American Express
- Most HSA/FSA cards and accounts
- Dreamclinic gift cards and packages
- Enthusiast Membership credits

Late Arrivals and Cancellations:

- Arriving more than 30 minutes late constitutes a cancellation and the appropriate cancellation fee is assessed.
- Late Insurance arrivals (up to 30 mins) are assessed a \$45 fee.
- Late Cash arrivals are charged the full price of scheduled appointments.
- Appointments canceled within 24 hours of the start time are charged a cancellation fee of \$100, \$145, or \$190, depending on the appointment duration (60m, 90m, 120m respectively).
- Same-Day appointments are also subject to cancellation and late fees.
- Cancellation and late appointment fees are not covered by insurance or HSA/FSA cards and accounts. Acceptable payment forms: credit/debit card, enthusiast member credits, gift cards, and packages.
- Rescheduling an appointment within the same calendar day results in a \$45 Rescheduling Fee. Same day rescheduling must occur with a minimum 2 hour notice or a full cancellation fee will apply.

Insurance Appointment Requirements:

- Clients are required to cover any unpaid portion of the service, up to a maximum of the current cash rate
- Confirmed benefits for your plan showing massage and/or acupuncture benefits, including number of visits, copay, coinsurance, deductibles, and pre-deductible amounts.
- A current medical referral or prescription with musculoskeletal related diagnosis codes for treatment dated prior to the date of service (massage only).
- Acupuncture visits may include an extra exam fee.
- Medical invoices can be provided upon request for self-billing.

Appropriate Behavior:

Massage therapy is for relaxation and therapeutic purposes only. There is no sexual component to massage whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of services in the future. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited we may also file a report with the local authorities, if necessary. Treat your therapist with respect and dignity and you will be treated the same in return.

Signature: _____

Date: _____