

CLIENT'S FEES, APPOINTMENT POLICIES, AND EXPECTATIONS

BILLING AND SERVICE PAYMENTS

Kivett Kinetic Solutions, LLC will NOT file claims for any services with your primary insurance company or HSA/FSA funds provider. The client and responsible parties are ultimately responsible for all charges incurred at the time of service. Kivett Kinetic Solutions, LLC will provide you with an itemized receipt to submit for potential reimbursement. Accounts in violation of our financial policy are subject to placement with a third-party collections agency. The client will be responsible for any and all attorney and collection fees.

FORMS OF PAYMENT ACCEPTED

Acceptable methods of payment are **cash, check, credit/debit cards** including **Visa, Mastercard, American Express, and Discover, HSA/FSA cards and checks, Venmo, Apple Pay and Google Pay.**

SCHEDULING

You can schedule for private service appointments online at <https://www.kksmagik.com/home>, by texting or calling our employees directly (Amber 317-446-7971) (Corinna 912-602-2471) (Chelsea 317-480-9459), or by scheduling onsite at Kivett Kinetic Solutions, LLC.

CANCELLATIONS FOR APPOINTMENTS

We understand that unplanned issues can come up and you may need to cancel an appointment. Unfortunately, it has been our experience that most of the time un-kept appointments are not due to emergencies. As a courtesy, we confirm appointments via email, text, and/or call a week before and the day prior to scheduled appointments. If we have a cancellation on the schedule, we like to offer the time slot to a client on our waiting list, or who is calling for a same day appointment. Without notice of cancellation we are unable to do this. When a client does not show up for a schedule appointment, another patient loses the opportunity to be seen, at the expense of Kivett Kinetic Solutions LLC.

Thank you for being a valued client and for your understanding and cooperation in regards to this policy.

We ask all new and established clients supply a credit card to have on file. All cards on file are added to the system via a secure electronic process the ensures the information is encrypted and remains secure. **All future appointments will require a credit card on file – which would not be charged unless in the event of a late cancellation or no show.** In the event we do not receive the required notice for adjustments and cancellations for your scheduled appointment, the following fees will be applied to your card or billed to you in the event the card is declined.

A 24-hour notice is required for all cancellations. There will be a **\$100 charge for appointments cancelled without a 24-hour notice.** A **non-refundable \$50 deposit is required to hold your appointment.** Your deposit will be applied to the cost of your visit, unless you prefer a refund to your credit card, to pay in full with another payment type.

NO SHOW & LATE APPOINTMENTS POLICY

It is our office policy to charge \$100 for each appointment missed or not cancelled with at least 24 hours advance notice. If you have to cancel or reschedule please call (317) 446-7971 or 317-480-9459. If after hours, please leave name, day of appointment, and appointment time, and we will get back to you the next open business day. Multiple no-shows in any 12-month period may result in termination from our practice.

If you arrive more than 15 minutes late for your appointment, you may be required to reschedule so that other clients are not inconvenienced; if you arrive 15-minutes after your scheduled appointment time, and we are able to provide partial treatment or service, you will be charged the full amount for your scheduled appointment time.

TIPPING POLICY AND REFERRAL REWARDS

Many facilities, spas, and hotels that provide the same type of services we provide suggest or require a tip rate of 10-20%, paid directly to the therapist providing the service. **We don't require or promote tipping for our services, BUT we do gladly accept them, in whatever form you choose!** When you pay with a credit card, you are prompted with a choice to tip or not, but we do NOT frown upon those who do not tip, so please don't stress over it...it's a personal choice! We are proud to offer our newly renovated, world-class facility, providing high-end services, and our fees are above average than most, so many clients can't afford to tip our therapists! Therefore, we greatly appreciate you sharing your positive experiences with others in conversation, by posting on social media, and via text message testimonials. The continued success of our business comes from 90% of referrals from "word of mouth"! Our therapists are only paid a percentage of your appointment service fees, and the rest goes towards the overhead costs, supplies, and rising costs to run Kivett Kinetic Solutions LLC. We greatly appreciate the opportunity to serve you and your wellness needs! We are excited to reward you for sharing your MAGIK with others! When we reward our clients for sharing their MAGIK with others, all referral credits will automatically be applied to your account, when applicable. If you win a prize for referring others to us, we will arrange to deliver or ship the item to you at our expense, if you aren't local and able to drop by to pick it up.

CLIENTS UNDER THE AGE OF 18

Minors are permitted to receive services from Kivett Kinetic Solutions, LLC, in fact minors are a large group of our existing clients! A parent or legal guardian must legally sign the waiver of liability and assumption of risk for the minor, unless emergency treatment is being provided for the better welfare of the child. **We request for a parent, relative, or legal guardian to be present only for the FIRST appointment, if the client is a minor.**

For any type of services requiring the minor to undress below the waist, it is the policy of Kivett Kinetic Solutions, LLC to require the client to wear some type of underwear (boxers, briefs, swim bottom, thong, etc), compression shorts, athletic shorts, or a leotard (for gymnasts) at a minimum. Clients AGE 18 AND OLDER have the choice to go nude with proper draping by the therapist/professional for their treatment.

RESPECT FOR CLIENT'S NEEDS & BOUNDARIES

At Kivett Kinetic Solutions, LLC, we strive to provide an extraordinary experience for every client on a multi-sensory level. All of our treatment rooms feature the BEST of equipment including heated treatment tables that are power operated, calming music, relaxing medical grade essential oils, soft linens, lights with dimmer options, showering facilities complete with toiletries and towel services, and more. If you are allergic to certain lotions, creams, oils, topical analgesics, kinesiotape, and or other sports medicine supplies, please notify our team and we will accommodate and/or order special supplies for your session.

The **CLIENT is ALWAYS IN CONTROL** and may choose to ask for specific preferred treatments, by a preferred therapist, and specific details during the treatment, as needed, to experience the greatest "MAGIK" possible! Every client has the choice to leave on as much clothing as needed for comfort, refuse any treatment methods, stop any treatment, at any time (without reason), and is free to leave at any time, should they feel uncomfortable. We do not allow therapists to lock any treatment rooms during a session!

The client will ALWAYS be draped for treatment, only exposing the area to be treated, as state laws require. The therapist will ALWAYS inform and lead the client on what to expect during the treatment as it progresses.

SEXUAL HARASSMENT

Kivett Kinetic Solutions, LLC has been successfully operating since 2008 and has NEVER been solicited for sexual acts or behaviors. Kivett Kinetic Solutions, LLC is a certified, licensed, professional practice and WILL NOT TOLERATE requests for ANY SEXUAL ACTS, under any circumstances. The therapist/professional has the right to refuse treatment to any client during a session. Kivett Kinetic Solutions, LLC

does provide scar tissue management services for the breasts and the lower abdomen, and will educate each client requesting this service of what to expect during this treatment.

CONFIDENTIALITY & CONVERSATIONS

Any discussion between the therapist/professional and the client is kept confidential, unless there is a need to communicate amongst our staff for optimal treatment outcomes. The client may or may not choose to talk during treatment and all conversations will be kept private. We are happy to listen to your conversation and share our professional expertise, within the scope of practice for life coaching, sports psychology, and mental health education and awareness.

CLIENT PRIVACY POLICY

Your service records are kept in the strictest confidence by Kivett Kinetic Solutions, LLC. All client records are kept in a secure place and only those who need to see a client's file for legitimate business or professional purposes have access to them. Your records will not be released to third parties, including health care providers, without your written consent. Records may be surrendered if required by law.