

Direct Wholistic Wellness Care Plan

Member Agreement & Policies

Effective Date: _____

Provider: _____

Member Name: _____

This Agreement outlines the terms, conditions, and policies of participation in the Direct Wholistic Wellness Care Plan (“Plan”), a wholistic wellness regimen designed for stress management and relaxation.

Plan Purpose & Scope

The Plan provides access to **non-medical wellness services** that support relaxation, stress management, and overall well-being. Services may include massage therapy, yoga, and stress-management coaching, depending on the Member’s selected tier.

All services provided through this Plan are 60-minute (1-hour) sessions only. Longer sessions, specialty services, or extended appointments are not included in the Plan and may be offered separately at standard rates if available.

The Plan:

- Is **not** health insurance and does **not** replace medical care.
- Does **not** diagnose, treat, or cure disease or medical conditions.
- Is intended for general wellness, relaxation, and stress-reduction.

Members are responsible for seeking appropriate medical care when needed.

Membership Tiers & Services

Consistency Care Tier

Fee: \$12.49/month (non-refundable, non-transferable)

- **1-hour massage therapy at \$50 per session**
- No session caps
- Booking: First-come, first-served
- Scheduling rule: One active massage appointment at a time

Commitment Care Tier (Track-Based)

Fee: \$24.98/month (non-refundable, non-transferable)

- **1-hour massage at \$50 per session**
- **Plus either:**
 - **1-hour Yoga at \$50 per session, or**
 - **1-hour Coaching at \$50 per session**
- Member selects **one track** (Yoga or Coaching) and commits to that track
- Track may be changed **only at monthly renewal**
- Booking: First-come, first-served
- Scheduling rule: One active massage appointment **and** one active yoga *or* coaching appointment at a time

Concierge Care Tier

Fee: \$37.47/month (non-refundable, non-transferable)

- **1-hour Massage at \$50 per session**
- **1-hour Yoga at \$50 per session**
- **1-hour Coaching at \$50 per session**
- No session caps
- Booking: First-come, first-served
- Scheduling rule: One active appointment per service at a time
(one massage, one yoga, one coaching)

Scheduling & Availability

- **Session Length:** All appointments scheduled through the Direct Wholistic Wellness Care Plan are **60-minute (1-hour) sessions only**.
- **First-come, first-served:** Appointments are scheduled based on availability at the time of booking.
- **One-at-a-time booking:** Members may hold **only one active appointment at a time per service** included in their tier. Once the appointment is completed, the next may be scheduled.
- **No session caps:** Members may attend as often as availability allows, in accordance with the scheduling rules above.
- **Availability:** All services are subject to provider availability. Appointment times, dates, and modalities may vary.

Fees, Billing & Payment

- **Monthly Fee:** The monthly membership fee is **non-refundable and non-transferable**.
- **Service Fees:** Each **1-hour session** is billed at **\$50 per service** for the services included in the Member's tier.
- **Payment Method:** A valid payment method must be on file for recurring billing.
- **Failed Payments:** Access to booking may be paused until payment is successfully processed.

Cancellation, Re-Enrollment & Changes

- **Cancellation:** Members may cancel at any time.
- **Re-Enrollment:** Members may re-enroll **without penalty** if enrollment is open and space is available.
- **Tier Changes:**
 - Tier upgrades or downgrades may be requested at monthly renewal.
 - **Commitment Care Tier Track Changes (Yoga vs. Coaching):** May be changed **only at monthly renewal**.
- **Provider Changes:** The Provider reserves the right to update services, pricing, or policies with notice.

Late Arrivals, No-Shows & Cancellations

- **Late Arrivals:** Session time may be shortened to accommodate the schedule; **the full 1-hour session fee applies**.
- **Cancellations/Rescheduling:** Members must cancel or reschedule within 24 hours prior to appointment time.
- **No-Shows:** No-shows may be charged the applicable **1-hour session fee**.

Health & Safety

- Members agree to disclose relevant health information that may affect services.
- Services are provided for general wellness and relaxation; they are not medical treatment.
- The Provider may decline or modify a session if a service is not appropriate at the time of the appointment.

Professional Boundaries & Conduct

- Services are provided in a professional environment.
- Inappropriate behavior, harassment, or violations of professional boundaries will result in immediate termination of services and membership without refund.

Confidentiality

- Client information is kept confidential and used only for scheduling, billing, and service provision, except as required by law.

Limitation of Liability

- The Member understands that participation is voluntary and assumes responsibility for their own well-being.
- The Provider is not liable for outcomes resulting from the use of wellness services, except where required by law.

Plan Changes

- The Provider may update this Agreement, pricing, or policies as needed. Members will be notified of material changes.

Agreement Acknowledgment

By enrolling in the Direct Wholistic Wellness Care Plan, the Member acknowledges that they have read, understood, and agree to the terms of this Agreement.

Member Signature: _____ **Date:** _____
Provider Signature: _____ **Date:** _____