

# 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.

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## 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.

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## 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)

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## 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.

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## 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.

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## 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.

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## 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**.

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## 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.

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## 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.

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## Confidentiality

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

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## 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.

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## Plan Changes

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

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## 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:** \_\_\_\_\_