



## CLIENT ORIENTATION INFORMATION

**Please sign completed form. Email to Carol: [carol@chesapeakeholistic.com](mailto:carol@chesapeakeholistic.com) or fax to 410-757-6742 – before your appointment.**

This must be completed *prior to your appointment*, to enable effective time-scheduling for your session and for other clients.

### Cancellation Notice

We respectfully ask clients to cancel scheduled appointments at least 24 business-hours in advance. If you do not cancel within the 24 hour timeframe, you will be charged the full appointment fee.

For first-time appointments, we require at least 48 business-hours notice for an appointment cancellation. If you do not cancel within the 48-hour timeframe, you will lose the deposit amount.

### General Policies

- Please DO NOT wear perfumes or heavily scented lotions to appointments. We have many clients with sensitivities, and scents often interfere with our delivery of protocols/services.
- If you have a bacterial or viral illness (cold/flu/stomach bug), and feel that you need to be seen by a healthcare provider, please make an appointment with your primary care doctor. We do not provide those services. (Even if you are starting to feel better, you may still be contagious, putting our clients and staff at risk.)
- The cost for bounced checks is \$35 per check. This is due via credit card or cash.
- Supplements are non-returnable (by law, we cannot resell those products). Please know, as much as we try, we cannot keep everything in stock at all times. Keep in mind, when ordering supplements it may take up to 10 business days to receive your items. Special orders can take even longer.
- We do not accept insurance; however, some services may be reimbursable through your medical insurance and/or health savings account (FSA/HSA/MSA). We'll do our best to provide documentation to assist with your claims.
- Because we provide integrated holistic services, we may recommend other protocols that will complement the services you already receive. At the bottom of this form, we ask permission for our practitioners to discuss your needs.

### Disclaimer

The programs and services Chesapeake Holistic offer are not substitutes for medical advice or physician-prescribed treatment. Please seek the advice of a physician before beginning any nutrition or supplementation protocol. Our programs and services should not be construed as medical advice, and Chesapeake Holistic disclaims any liability from/in connection with this information. As with any exercise or nutritional program, if at any point you experience physical discomfort, you should stop immediately and consult a licensed health practitioner. Individual results may vary, and past performance is not an accurate predictor of future results. No statements or claims made by employees or representatives of Chesapeake Holistic Health have been evaluated by the United States Food and Drug Administration.

I give permission for my health information to be shared between each of my Chesapeake Holistic practitioners.

Name: \_\_\_\_\_

Date: \_\_\_\_\_