**Clinic Policies**

Please take a moment to review our clinic policies and procedures! We ALL help create a peaceful space for rest and healing.

**Illness Policy:** Please do not come to the clinic if you are ill! This means you have not had any of the following symptoms in the past 24 hours: fever, body aches/chills, sore throat, cough, diarrhea, or vomiting. If you have confirmed or suspected Covid or Flu symptoms, please do not come to the clinic until your symptoms are resolved.

**Mask Policy:** Masks are not required at the clinic. We do however ask that you consider masking up if you are recovering from an illness or may be contagious. We treat elderly and immunocompromised people daily and want the clinic to be a safe space to receive care.

**Financial Policy:** We are a low-cost, high-volume clinic. You decide what to pay on our sliding scale each visit. We never ask for income verification and trust you know best what you can afford to pay. Payment is expected at the time of your visit. We accept cash, checks, and all major credit cards. We ask you to come prepared to pay each time you come in for treatment – you may change the amount (up or down) on the sliding scale at any time.

**Cancellation Policy:** We ask for at least 12 hours’ notice if you are unable to keep a scheduled appointment. **We have a $20 fee for late cancellations/no shows that will be charged at the time of the next visit.** We of course understand emergencies happen and are willing to consider waiving the fee on a case-to-case basis. Thanks for understanding and helping us keep our fees as low as possible.

**Child Policy:** We support healthy families and children, but because we treat in a group environment, we can’t provide the care necessary for pediatric acupuncture. We gladly treat children ages 12 and over as long as it is their choice to receive treatment. Also, if you have little ones, please arrange for their care during your appointment. We want you to relax and get the most from your treatment and unfortunately we do not have the staff to care for unsupervised children.

**We all help to create a shared healing space.**

* Please silence your phone and use a soft voice in the treatment room.
* Often, community acupuncture involves groups of people napping. As a result, we are a pretty “snore friendly” environment. We have ear plugs for those who need it, but many people choose to bring their own music and headphones to listen to during their treatment.
* Please do not remove your own needles. We need to keep track of the hundreds of tiny needles we use every day to keep the clinic a safe environment.
* Please do not wear cologne, perfume, or strong-smelling body products to the clinic. If you smoke, please refrain from smoking right before your appointment.