

WAV Physical Therapy & Movement Studios

WAV WELLNESS AND VITALITY INC.

Studio Policies

At WAV, we strive to maintain a calm, professional, and supportive environment for all clients and patients. The following policies help ensure clarity, fairness, and smooth operations for everyone in our community.

Pre-Paid Packages & Memberships

- Introductory packages expire **30 days from purchase** unless otherwise indicated.
- **10-class packages expire 3 months from purchase** unless otherwise specified.
- **Monthly packages are auto-pay memberships billed on the 1st of each month.**
- Sessions and classes included in monthly packages **expire at the end of each calendar month and do not roll over**, unless prior arrangements have been made.
- Monthly memberships require **30 days' written notice to cancel**, which will take effect at the next calendar month following the notice period.
- Memberships may be **paused for up to one month with 30 days' notice**.
- Monthly package holders ("members") receive **10% off single, a la carte services and full-price retail**, unless otherwise noted.
- Packages are **non-transferable** and may not be shared between family members or friends.

Payments

- A **valid credit card must be kept on file** for all clients.
- Payment for services is due **at the time of service** unless prior arrangements have been made.
- Declined auto-pay charges incur a **\$20 late fee**, plus an additional **\$20 late fee per week** until resolved.

Refund Policy

All purchases are **final sale**.

- **No refunds or prorates** will be issued for packages, memberships, services, or classes once purchased.
- Refunds will **not be issued for services rendered or classes attended**.
- Unused sessions remain subject to the **expiration terms of the package or membership purchased**.

Attendance and service records are maintained in our scheduling software and serve as confirmation that services were provided.

By continuing to schedule or attend services, clients acknowledge acceptance of services rendered and agreement with these studio policies.

Cancellation Policy

We strongly prefer **48 hours' notice** when canceling appointments or classes and enforce a **strict 24-hour cancellation policy**.

- Late cancellations or no-shows will result in the **full session fee being charged** to the credit card on file.
- For package or membership holders, the **session will be deducted from the package**.

- Clients may cancel appointments by logging into their **Mindbody account** or contacting the studio during business hours.

Studio Etiquette

To maintain a calm, peaceful, and sanitary environment:

- Please **remove shoes upon entering therapy areas** if able.
- Bring **clean socks**, preferably grip socks.
- **Silence mobile devices** and take phone conversations outside.
- Please refrain from wearing **strong perfumes or scented lotions**.
- For allergy and sanitation reasons, **pets are not permitted** (service animals permitted by inquiry).
- Do not touch or use studio equipment without instructor guidance.

Health & Safety

Participation in movement classes, therapy sessions, massage, bodywork, and wellness services involves physical activity. Clients are encouraged to communicate any injuries or health concerns with staff prior to participating. If you experience pain or discomfort during a session, please inform your instructor or therapist immediately.

Individual results and physical responses to movement, therapy, massage, and wellness services vary from person to person. Participation in services at WAV Wellness and Vitality does **not guarantee specific outcomes or relief of symptoms**.

Insurance (Physical Therapy Clients)

Insurance benefits are verified as a courtesy but represent **estimates only**. Clients are ultimately responsible for payment of all services rendered, including copays, deductibles, and coinsurance.

Right to Refuse Service

WAV Wellness and Vitality Inc. reserves the right to refuse or discontinue services if necessary to maintain a safe, respectful, and professional environment for staff and clients.

Contact

If you have any questions regarding studio policies, please contact us:

Phone/Text: (949) 373-5054

Email: info@wavpt.com

Website: www.wavpt.com