

RHYTHM N' BEETS POLICIES AND PROCEDURES

WE WOULD LIKE YOU TO KNOW, the studio is for individuals of all levels and abilities. Allow the studio to be a place of zen, learning, improving strength, smiling, and breathing! If you are new to Rhythm N' Beets, here are some helpful tips.

INITIAL EVALUATION:

Following an initial evaluation, a frequency of treatment will be established. A schedule will be discussed and agreed upon. Changes to the schedule may be made upon a verbal agreement with the therapist, parent/legal guardian and/or client (if over 18 years of age). Missed or cancelled appointments are detailed below.

APPOINTMENTS & CANCELLATIONS:

Appointments can be made by visiting rhythmnbeets.com or through the MINDBODY app. for studio classes, workshops, and integrative therapies. For your child's speech, physical, and occupational therapy services, please call (219) 252-3721 to schedule an evaluation or treatment.

Cancellation if you or your child is sick: You may not participate, and your child will not receive therapy if you or your child is sick. You or your child must be fever free, vomit free, and diarrhea free for twenty-four (24) hours prior to participation or therapy.

Cancellation Policy for Studio Classes: Single Classes, Class Packages, and Unlimited Memberships

Rhythm N' Beets understands that life sometimes gets in the way of our good intentions, so if you cancel 3 hours or more, prior to the start of class, you will not be charged a late fee. If you used a classpass, your class will be returned back to your pass to use at another date. If you cancel less than 3 hours prior to class or no show, you will be charged a \$10 late fee to your credit card that we have on file.

Studio cancellations can be made on the MindBody app. Or by calling Rhythm N' Beets at (219) 252-3721.

Cancellation Policy for Workshops:

If you need to cancel a workshop, please do so 24 hours prior, in order to receive credit for a future workshop. If you cancel less than 24 hours in advance, you will be charged 50% of the total workshop amount.

Workshop cancellations can be made on the MindBody app. Or by calling Rhythm N' Beets at (219) 252-3721.

Cancellation Policy for Therapy:

If you need to cancel your therapy session please do so 24 hours prior to your or your child's therapy session in order to receive credit for another therapy session within the same week only. If you cancel less than 24 hours in advance, you will be charged a \$25 late cancellation/no show fee, to the credit card we have on file.

Therapy cancellations can be made by calling Rhythm N' Beets at (219) 252-3721.

Cancellation Policy for Health Coaching:

If you need to cancel your coaching session please do so 24 hours prior to your or your child's scheduled visit in order to receive credit for another session within the same week only. If you cancel less than 24 hours in advance, you will be charged a \$15 late cancellation/no show fee, to the credit card we have on file.

Therapy cancellations can be made by calling Rhythm N' Beets at (219) 252-3721.

ATTENDANCE:

For all treatments and therapies, please arrive 10 minutes early to give yourself enough time to check-in and make any necessary payments.

For the studio, please arrive 10 minutes early to sign in and set up your area. If you happen to arrive to class late, please wait in the hallway while the instructor completes centering the students. You may then quietly join when students move into the physical portion of class.

New to Rhythm N' Beets? Please arrive 15 minutes early to allow time for payment and check-in, which includes all new students to sign a waiver prior to participating in their first class as well as complete health questionnaires and discuss therapy goals.

Payment for class must be provided prior to attending class. Students will not be permitted to join classes any later than ten minutes past start time.

How to dress: Please dress comfortably as you will be moving and stretching. Please place your shoes in the cubby outside of the studio as shoes are not permitted inside the studio for any reason.

What to bring: Yoga: Please bring your own yoga matt. If you forget, we can provide you a rental for \$2. All other props will be provided free of charge. Pilates: A pilates matt will be provided in addition to all other props free of charge. All other studio classes: Please see the class description for instructions. For all: Closed water bottles and a towel are permitted inside the studio.

What WE need to know: Prior to class beginning, please let your teacher know of any injuries or health concerns or if you are pregnant, so that they can provide you with modifications and keep you safe.

Please Do Not: 1. If possible, avoid eating a large meal 2 hours prior to class, as you will be engaging in physical movement. 2. No food or open containers are allowed in the main practice studio or workout areas, this includes gum. 3. No shoes in the studio 4. Cell phones must be silenced and placed in a safe space. All other valuables should be left in your car or at home to keep the studio clutter free. 5. Please keep your voice down in the hallways, as this may be disruptive for ongoing classes and treatments. 6. Kindly refrain from using perfumes, oils, and scented lotions prior to class, as some of our members may have an allergy.

Please Do: At the end of class please wipe down studio mats and any props used, with provided cleaner. Please replace all props to their proper spots.

SOMETHING EXTRA:

FREE Community Classes

- Classes that are posted as FREE Community Classes do not count against class passes.
- FREE Community Classes are donation-based and 100% of net proceeds generated from the FREE Community Class (i.e., donations received by yoga

students attending the class) will go to Rhythm N' Beets Studio's designated monthly charity.

PAYMENT POLICIES: STUDIO CLASSES

All single classes, class passes and monthly unlimited membership purchases are final and cannot be refunded, transferred or exchanged for cash or credit.

1. 10 Class Passes expire 10 months from the date of purchase, which is the date of activation. There are no extensions or holds on class passes. Any unused classes will be forfeited as of the pass expiration date.
 2. Monthly Unlimited Membership Plans
- There are no refunds or exchanges for monthly unlimited membership plans. Monthly unlimited plans are not transferable.
 - Your purchase of a monthly unlimited membership plan establishes a contract between you and Rhythm N' Beets. By purchasing one of the auto-pay unlimited monthly plans, you are agreeing to the following terms:
 - Membership plans are paid in advance of service on the 1st day of each month and new memberships will be pro-rated for the first month. Regular monthly dues apply thereafter with payments made the first day of each month.
 - Monthly membership dues are paid by automatic ACH payment (checking/savings/credit card account draft).
 - By providing your checking/savings/credit card account you allow Rhythm N' Beets to automatically withdraw membership dues in full.
 - Memberships 5 days past due will be suspended and that member will not be allowed to participate in classes after the 5th of the month. Reinstatement requires payment of dues owed and a **reinstatement fee of \$10**. Memberships will be canceled after being suspended for 30 days.
 - You may cancel a monthly unlimited plan by providing at least 30 days' notice in person or in writing. Please remember partial months are not permitted. If a member cancels on or after the 2nd of any month, then a payment will still be due the following month on the 1st.
 - **Memberships may be frozen for one cycle** (for a maximum of 3 consecutive months) during a 12-month time period. **A one time \$25 processing fee will be charged.** Members need to notify Rhythm N' Beets at least 30 days in advance of the desired freeze in person or in writing. Please remember partial month freezes are not permitted. If the request is made or received after the 2nd of any month, then a freeze will not go into effect until the following month on the 1st.
 - Rhythm N' Beets reserves the right to increase monthly membership dues at any time.
 - New members have 3 days after the date of purchase of a monthly unlimited membership plan to cancel their membership without penalty and Rhythm N' Beets will return to the member within 30 days all amounts paid less **\$10 administrative**

fee. To cancel, new members must inform Rhythm N' Beets in writing of their intent to cancel.

- Should the studio become unavailable for more than 15 consecutive days (not including Sundays) for any reason including acts of nature, then you may elect to cancel your membership effective the following 1st of the month.
- Unlimited Membership Plans cannot be shared. However, members are encouraged to bring unlimited friends and family FREE of charge for their first visit to Rhythm N' Beets.

SPECIALS AND GIFT CERTIFICATES:

Any specials or discounts may not be combined. The lesser of the two discounts will be applied.

- A "New Student" is anyone who has never attended a class at Rhythm N' Beets before.
- Rhythm N' Beets is not responsible for lost gift certificates or coupons.
- All gift certificates and coupons must be brought into (and surrendered upon redemption) Rhythm N' Beets for redemption. Gift certificates cannot be redeemed or exchanged for cash or account credit.
- All gift certificate sales are final.

SPEECH, PHYSICAL, AND OCCUPATIONAL THERAPY SERVICES:

- Parent/ Guardian is responsible for all therapy charges for minors.
- Private pay: Invoices will be sent monthly.
- Insurance pay: Invoices are submitted to all insurance companies.

Rhythm N' Beets, LLC is a provider for XXX.

All other insurance companies pay claims at their out-of-network rates. After the insurance payment is received, parents will be invoiced monthly for any fees not covered by their carrier.

To expedite the billing process:

Parents are responsible for preauthorization and determination of eligibility/benefits.

It is your responsibility to provide your insurance company with all necessary paperwork.

It is your responsibility to notify Rhythm N' Beets, LLC immediately of any change in your insurance carrier or your insurance coverage.

- Method of Payment
Payment can be made by check or credit card.
Please make checks payable to Rhythm N' Beets, LLC.
All payments must be made at the time of the therapy session or if on a monthly package at the start of the first therapy session.
- Late Payments
If you have difficulty making payments, a payment plan can be arranged, please request a private session to discuss payment arrangements.
If session is not paid for at the start of therapy, therapy will not be provided.
Co-Pays are due at the start of each therapy session.

CONFIDENTIALITY & PERSONAL INFORMATION:

The privacy of our clients is very important to us. We recommend that you review the Notice of Privacy Practices for important information regarding our obligation to maintain confidentiality. You will only be contacted by the method of communication you have chosen to be contacted by. It is your responsibility to update all information regarding you or your child's contact information. If you would like Rhythm N' Beets to exchange information with another person or professional, an Authorization for Release Information form must be filled out for the dissemination of information to that/those person(s) or you may sign the authorization on the INFORMED CONSENT FORM.

Personal information is specific information about identifiable individuals who seek treatment at our facility. Personal information includes information as it related to the following:

- An individual's personal characteristics (e.g., age, race, gender, home information, phone numbers, familial status, etc.)
- An individual's health information, (e.g., health history, health conditions, health services received, etc.)
- Activities and opinions expressed by the client and also opinions and evaluations by Rhythm N' Beets providers

*Business information, an individual's business address and phone number, is not protected by privacy legislation.

USE OF PERSONAL INFORMATION:

Like all medical professions, we collect, use and disclose personal information in order to serve our clients. The primary purpose of collecting personal information is to provide treatment that is specific to our client. We will collect information that includes, health history, family history, physical condition, functional abilities, and socialization with others. This information allows us to adequately assess our clients and determine what the health needs of our clients are, and how best to meet those needs. We also collect health information to establish a health baseline in order to provide an ongoing treatment and service to our client and the ability to identify any changes that may occur over the course of treatment.

We also collect, use and disclose personal information for the purpose of invoicing our clients for the goods and services provided by Rhythm N' Beets, that may not have been charged at the time of service or purchase. We may also use this information for reviewing our services to ensure that we deliver the highest quality of service to our clients.

We retain information on our clients for a period of **seven (7) years** after the last contact date. After this period, we destroy all files. If you are ever in need of information from your file, please contact our office, in writing, and request a copy of the information you desire. You will need to provide identification at the time of request. If we cannot provide this information for some reason, we will notify you within thirty (30) days and inform you of the reason why we cannot provide the information you request. There may be a fee to reproduce the documents.

PROTECTION OF PERSONAL INFORMATION:

Rhythm N' Beets understands the importance of protecting personal information therefore we take the following steps to ensure the protection of personal information;

- Paper information is under supervision and secured in a locked or restricted area at all times.
- Electronic or digital information is under supervision and secured in a locked or restricted area at all times. We employ passwords on all computers.
- Our staff and therapists are trained to collect, use and disclose personal information on an "as needed basis" only and as needed to fulfill their duties and as in accordance with our privacy policies.

TERMINATION OF SERVICES:

Clients may terminate services by phone, email, written notice or in person, at any time, providing required notice is given prior to any scheduled sessions. (See cancellation policy) If any account remains delinquent for more than sixty (60) days, Rhythm N' Beets reserves the right to terminate services. If a client accumulates more than three (3) no shows, Rhythm N' Beets reserves the right to terminate services with notice. We reserve the right to terminate services if we determine that the therapy schedule is not aggressive enough to guarantee the positive outcome in a reasonable amount of time.

CHANGES IN POLICY

Rhythm N' Beets reserves the right to make policy changes at any time. Rhythm N' Beets will inform its clients of any policy changes by posting the information in a reasonably accessible viewing area.

I have read and understand and agree to these Policies and Procedures, and understand my responsibilities under these Policies and Procedures, and agree to abide by them and for my child to abide by them.

Signature of Client, Parent or Guardian

Date