



ARDOR WELLNESS, LLC

WELCOME! I am glad that you are choosing to make you and your health a priority and are grateful that you have chosen Ardor Wellness to be a part of that journey. I offer a comprehensive approach to alternative healthcare that addresses the root cause of symptoms by using different specialties to promote the health of the whole person- mind and body.

BASIC PRINCIPLES OF ALTERNATIVE MEDICINE:

- I partner with you in the healing process to help your body heal itself. It is not my responsibility to “fix” you; we partner with you and provide you with the support, recommendations, and protocols to help you reach your health goals, but the real work is yours to do.
- I address the root cause. I take into consideration all factors that can influence health and wellness, including food, toxins, allergies, infections, stress levels, and emotional health. I am a health detective working to get to the ROOT of the problem in body and mind, helping you understand why you got sick in the first place, and recommending natural protocols to bring your body back into balance and also prevent future disease.
- I believe God designed the body to be healthy. I believe the body has a blueprint for health and that by using natural approaches that are compatible with the body, and removing obstacles that are blocking health, the body will heal itself.

WHAT YOU CAN EXPECT WHEN WORKING WITH ME:

The typical first visit to our office starts with a Health Evaluation that is done remotely or in person. I review your health history and perform a bio-energetic comprehensive screening that will enable me to uncover any obstacles standing in the way of health. Then I set up a highly customized plan to get you on the road to optimal health, utilizing the various natural modalities that I offer. Although I do not diagnose, I will consider multiple factors, including:

- Environmental Influences: Food, toxic chemicals, heavy metals, infections, etc...
- Biological & Genetic Influences: Hormone imbalances, digestion and absorption of nutrients, environmental and food allergies, immune system function, and inflammatory responses
- Mind and Emotions: Your thoughts, emotions, and stress levels can affect your health

PAYMENT: Payment is expected at the time of service for each visit (\$75/ initial visit or \$45/follow-up visits within 6 months). Ardor Wellness currently accepts the following forms of payment: Cash and Credit Card (Mastercard, Visa, American Express – 3% fee will be added to your total) or Venmo payment. Supplements must be paid for at the time of pick up or when calling in orders for remote shipment.

INSURANCE: Some people are able to pay for my services with their Flex Plans or Health Savings Accounts, however many insurance companies do not cover my services. Questions about your coverage should be directed to your insurance carrier. Most people pay out-of-pocket for this care. For this reason, I offer the lowest cost possible. In comparison to conventional medical office visits, my visit costs are considerably less.

PHONE APPOINTMENTS/ REMOTE APPOINTMENTS: Out of state? No problem! I offer phone appointments for people who are unable to make it to my office due to long distance or other factors. I offer remote health evaluations and emotional coaching, so no matter where you live in the US, you can utilize my services.

SHIPPING POLICY: I ship via USPS Ground unless otherwise specified by the customer at the time of order. Most orders are processed and shipped within 2 business days of placement.

RETURN POLICY: I cannot provide refunds for any supplements or products once they are sent.

SUPPLEMENT ORDERS OR REFILLS: I offer several options for making ordering refills as convenient as possible – (1) You may pick up your items with me at the office (2) I can ship items USPS for a shipping charge starting at \$10.00. (3) I can put an order online and have it shipped directly to you from the dispensary. Please allow 48 hours' advance notice to prepare your order. • **Special order supplements may need extra time.** • Supplements must be paid for at the time of pick up or when calling in orders for shipment (once credit card payment is up and running, this will be easier).

MY PROMISE TO YOU: If you have made it this far in the welcome packet, you probably realize by now that I take what I do very seriously and want to provide a high level of care for my clients. My reputation at Ardor Wellness is being built on getting my clients excellent results, and for that to happen, the client has to partner with me while the body heals itself naturally. If a client does not fully believe he/she can get well, then that tends to be what happens. I am not willing to compromise wellness for those who are skeptical of alternative medicine or not willing to invest in their health. It is an investment and a commitment to yourself. If you are ready to invest in and commit to yourself, I would LOVE to partner with you. I know I will deliver. Will you? If so, please read and sign my client agreement below and fill out the intake forms. Bring them with you to your first appointment, scan and send them back to me via email or send them back via snail mail. I look forward to working with you!

CLIENT AGREEMENT:

As your practitioner/coach, my role is...

- To be fully present during your appointment and listen carefully
- To serve as your accountability partner
- To stretch you to take responsibility for your health and grow to a higher level
- Offer honest feedback
- Create an action plan and protocol for you to get healthy

As a client, your role is...

- Show up on time for your appointments with no distractions
- Give 100% of your effort towards following your protocol during your program
- Take your supplements faithfully and take the action we decide upon
- Be open and teachable
- Make your payments on time
- Give at least 48-hours' notice for any appointment cancellations

Client Name: _____ Signature: _____ Date: _____

For Client under 18 years):

Guardian Name _____ Signature: _____ Relationship: _____

Practitioner/Coach Signature: _____ Date: _____