

## MOBILE SERVICES & TRAVEL POLICY

Mobile lymphatic massage and aftercare visits are available at no extra charge for clients who reside within a 15-mile radius of Conyers, GA in the early recovery phase, up to 4 weeks postop. After four weeks, these services may be scheduled onsite at our Recovery Lounge & Spa.

**Extended coverage area:** Mobile services may be provided outside of the coverage area (16-30 miles of Conyers, GA). An extended mileage fee of \$0.62 per mile (\$1.24 roundtrip) will apply.

- ❖ *Example 1: A client lives 16 miles from Conyers.*
  - *Extended Mileage Fee = \$1.24*
- ❖ *Example 2: A client lives 30 miles from Conyers.*
  - *Extended Mileage Fee = \$18.60*

**Long-distance travel:** We will travel up to 50 miles, one way. Long-distance travel (31-50 miles of Conyers, GA) requires a \$25 Travel Fee, plus the extended mileage fee. The cutoff for mobile services is 50 miles of Conyers, GA.

- ❖ *Example 1: A client lives 31 miles from Conyers.*
  - *Travel Fee \$25 + Extended Mileage Fee \$19.84 = \$44.84*
- ❖ *Example 2: A client lives 50 miles from Conyers.*
  - *Travel Fee \$25 + Extended Mileage Fee \$38.40 = \$63.40*

Our mobile postop care providers typically arrive 10-15 minutes early to setup, ensuring that your service begins promptly at the scheduled time. It is considered a no-show if a client is not present at the location address to receive a mobile service within 10 minutes of the start time. After the 10-minute grace period, a \$50 No-Show fee will apply. No-show fees must be paid before a postop care provider returns to provide additional mobile services.

If a no-show occurs and more than 3 upcoming appointments are scheduled (as in a massage series), the No-Show fee must be paid within 48 hours of the next appointment. If more than 2 no-shows occur within a series, a Penalty Fee of \$250 will apply and the series will be canceled. The Penalty Fee will be subtracted from monies paid toward the series. Any remaining funds will be refunded to the client according to our Reschedule/Cancellation Policy. If monies paid for a series are less than enough to cover the Penalty Fee, an invoice for the remaining balance will be sent to the client.

