



Client Acknowledgment, Terms & Conditions, and Informed Consent

I hereby acknowledge, understand, and agree to the following:

1. Scope and Purpose of Services

The purpose of Holistic Health Coaching is to support overall health, vitality, and well-being of the body, mind, and energetic system through lifestyle education, nutritional guidance, non-medicinal nutritional supplements, and non-invasive energy-balancing modalities. **Cynthia Fluck**, Holistic Transformation Practitioner, does **not** diagnose, treat, cure, or prevent disease, disorder, or medical condition.

2. Practitioner Credentials

I understand that **Cynthia Fluck** is not a licensed Medical Physician, Naturopathic Doctor, or Registered Dietitian. Services provided are complementary and educational in nature and are not a substitute for licensed medical care.

3. Information Collection & Confidentiality

As part of coaching services, I may be asked to provide information regarding health history, lifestyle, habits, emotions, energy levels, diet, and preferences. This information is used to:

- assess my current health context,
- provide education and lifestyle guidance, and
- recommend supportive, non-medical strategies for general well-being.

All information will be held in confidence and disclosed only with my written consent or as required by law.

4. Referral to Licensed Providers

If the practitioner suspects the presence of a disease, disorder, or condition, I will be informed of that suspicion. I understand this does **not** constitute a diagnosis and I am advised to promptly consult a licensed Physician or Naturopath for evaluation.

5. Known Conditions & Medical Care

If I request recommendations related to a known disease, disorder, or condition, I agree to fully disclose all relevant details. I acknowledge that I am responsible for consulting a licensed medical provider regarding any condition and that I will not alter or discontinue prescribed treatments without the prescribing provider's approval.

6. Personal Responsibility

All recommendations are based on the accuracy and completeness of information I provide. Any decisions I make regarding diet, supplements, lifestyle changes, or other recommendations are my sole responsibility.

7. Assumption of Risk & Release of Liability

I voluntarily assume all risks associated with participation in Holistic Coaching Services, including but not limited to injury, illness, or death. I hereby release and hold harmless **Cynthia Fluck and Crescent Clearing, LLC (DBA Crescent Holistic Health)** from any and all claims, demands, causes of action, damages, costs, or liabilities arising from my participation, whether caused by negligence or otherwise, to the fullest extent permitted by law.

8. Payment & Appointment Reservation

Prepayment is required to reserve appointment times. Appointments not paid in full or according to an agreed payment plan may be cancelled. Any appointment unpaid within **48 hours** of the scheduled time will be automatically cancelled.

9. Nonpayment

Overdue payments will result in suspension of services. Payments more than **4 weeks overdue** will result in cancellation of all remaining services, and any unused credits will be forfeited without refund.

10. Cancellations, Rescheduling & Missed Appointments

General Policy

- A 15-minute grace period applies. After that, the appointment is considered a no-show.
- Clients are encouraged to contact Crescent Holistic Health if delayed due to unforeseen circumstances.

Energy, Maintenance, or Discovery Sessions

- Reschedule within 12 business hours: 50% session fee
- Cancel or no-show within 12 hours: 100% forfeiture
- Cancel earlier than 12 hours: full refund minus 10% service fee

Holistic Intake or Lab Analysis Sessions

- Required forms and labs must be submitted **72 business hours** prior
- Reschedule within 12 hours: additional 20% fee
- Cancel within 72 business hours: 100% forfeiture
- Cancel earlier than 72 hours: refund minus 10% service fee

Introductory Packages

- Cancellation after sessions begin: 50% of remaining sessions owed at a-la-carte rate
- No sessions used and outside 72-hour intake window: refund minus 10% service fee
- No-show or >15 minutes late without emergency: \$200 missed appointment fee

General (Non-Introductory) Packages

- Pro-rated refund available minus 10% service fee
- Late cancellations subject to applicable appointment fees

Subscriptions

- Minimum commitment: 3 months (2 months for family plans)
- Early cancellation: charged a-la-carte rate for used credits
- Unused credits refunded pro-rata minus 10% service fee

11. Credit Expiration

- Introductory packages: valid 6 months
- Individual sessions & general packages: valid 12 months
- Subscription credits: valid 6 months from last payment Expired credits are forfeited without refund.

12. Inactive Clients

- Inactive for 6+ months: complimentary consultation required
- Inactive for 12+ months: new Discovery/Functional Analysis required

13. Credit Transfers

- Regular session credits may be transferred upon written request
- Recipient must complete a Discovery/Functional Analysis prior to use
- Introductory package credits are non-transferable

14. Pricing

Prices and availability may change at any time. Previously purchased services will be honored at the original rate until expiration.

15. Right to Refuse Service

Crescent Clearing, LLC reserves the right to refuse or terminate services at any time. Inappropriate conduct, threats, or harassment may result in immediate termination without refund.

16. Informed Consent & Final Acknowledgment

I understand that all services are voluntary and complementary. I accept full responsibility for my health decisions and outcomes. I acknowledge that services may be declined or referred out of outside the practitioner scope of practice.

I have read, understood, and voluntarily agree to all terms stated above.

Signed _____ Printed Name _____ Date _____