



# Our Policies

## **CANCELLATION & NO SHOW:**

Our doctors love spending one-on-one time with you! Because the entirety of our appointments are spent with your physician, we reserve that time just for you. Missed appointments prevent us from helping others in need.

**Cancellation Policy** - 24 hours notice is required for appointment cancellation. Repeated cancellations and no-shows will incur a \$50 cancellation fee per appointment.

## **CARD ON FILE:**

Card on File - A method of payment will be saved to your account in order to streamline your experience and provide convenience. Other methods of payment are accepted at time of service but we require that an active card be on file.

## **CHANGES IN HEALTH STATUS**

At check in you **must** notify our front desk staff of any changes to medical history and/or all recent injuries, including but not limited to: falling off of a horse, recent head injuries, car accidents, pregnancy, and/or other changes. This information is vital and has a determining factor in our Physician's ability to treat effectively & safely. Failure to inform all appropriate staff may result in appointment cancellation, reschedule, or in severe cases patient termination.

## **SCHEDULING AN APPOINTMENT**

All appointments for the WEC office located in Arena 2 **MUST** go through our front desk line: 352-812-0085. Our Doctors do not have the capacity or availability to take time away from scheduled appointments to assist in making reservations. Every patient of FHC is valued, treated the same, prioritized, and shown the same sense of urgency when booking an available appointment time.



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## **CHILDREN & FAMILY**

Out of respect for our practice & environment we ask that patients limit the amount of visitors they bring along to their appointments. Minors must be accompanied by their legal parent/guardian for their first Equestrian Initial Appointment or a waiver must be signed prior to being seen. We ask that if you bring your children, you are able to watch them for the duration of your visit as we do not provide childcare.

## **DAMAGES**

Broken boutique items or equipment, damages incurred, etc. will be charged to the card on file. We ask anyone under 18 to refrain from entering the IV lounge to avoid any accidents. Farmhouse Chiropractic is not responsible for any accident or injury that occurs on premises.

## **K9 ON LEASH**

All dogs **must** be leashed and stay with their "person" at all times for safety. \*\*\*IV appointments: Dogs are not permitted to wait in the IV area, so please plan accordingly for your visit. We look forward to seeing you and your furry friends!

## **PACKAGES**

All IV packages **must** be used within 8 months of the original purchase date and **paid in full** at time of purchase. Failure to use any purchased packages results in forfeit of full amount.

## **SUBJECT TO CHANGE**

Farmhouse Chiropractic reserves the right to change any of these policies and/or add new policies at any time to reflect the nature and best interest of our practice, physicians, and staff and will do our best to make them available to you.



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## **PATIENT DISMISSAL**

Farmhouse Chiropractic reserves the right to terminate patient relationships at will. In the event that Farmhouse Chiropractic feels like termination of a patient relationship is necessary, we will provide written notice and recommend alternate providers for comparable services at locations within an hour radius for your convenience.

## **RETURNS**

If applicable, a size exchange for the same item may qualify within 30 days of purchase if apparel item is up damaged and in like-new condition. If an item is unopened, not expired, or damaged, it may be returned within 14 days of purchase for a full refund. Exclusions may apply and can be discussed with our front desk team. All sales are final on crystals, custom orders, & opened and/or used products.

## **WALK IN APPOINTMENTS**

If there is availability we are happy to accommodate walk in patients, However; we encourage all patients (new and returning) to **reserve** appointments in advance to ensure that we have an appropriate length & dedicated one-on-one time reserved for you with our available Physicians.

## **DISCOUNTS**

A 20% discount is available for WEC Vendors & employees. Patient is solely responsible for notifying front desk staff & Physician that they are a vendor. Failure to notify staff will result in no discount. There will be no discount given on prior appointments & discount will only be applied on all future services incurred. Discount is not applicable on retail items or IV services.



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## **SWAPPING OUT APPOINTMENTS**

While we appreciate any efforts to help fill gaps in our schedule due to inability to make a scheduled appointment, we ask that **ALL** cancellations, rescheduling, and appointment setting goes strictly through our front desk line: **352-812-0085** & that the individual in need of assistance reaches out directly. Since every patient is unique and has a treatment plan individualized to their specific care, sending someone in your stead may result in inappropriate treatment length and in some cases inability to treat. **Communication** and **Integrity** are two of our core values and it is of the utmost importance that every Farmhouse patient experiences the same level and depth of care.

## **EMERGENCIES**

In the event of an emergency please notify the front desk staff immediately of the nature of your emergency and whether you would like the medic to be notified.

We LOVE our patients & patrons and would not be able to fulfill our passions of serving the equestrian community without your trust & support.

We thank you for helping to make Farmhouse Chiropractic a safe, inviting, and respected environment!

With Gratitude,  
Your Farmhouse Fam





# Core Values

## **INTEGRITY**

We value your trust in our steadfast adherence to excellence and our ethical approach to customized care.

## **EMPOWERMENT**

We EMPOWER our patients to participate in their healthcare and take an active role in achieving their goals.

## **PASSION**

Our practice is fueled by our PASSION for performance and a mutual love of animals and the communities that surround them. \*We LOVE what we do and it shows\*

## **COMMUNICATION**

Clear, consistent and relatable COMMUNICATION is paramount to The Farmhouse Way.

## **EXCELLENCE**

We honor a commitment to pursue EXCELLENCE: in education, in healthcare, performance, optimization, and collaboration in order to achieve the highest outcomes.