

Becoming a Beyond Wellness Member

To help our clients and patients get better access to our services and become part of our larger BEYOND TotalFusion tribe, we offer memberships for specific services that provide people access to a broad range of services at a discounted rate.

1. Accounts and Billing

- 3.1 Please refer to our most recent schedule of fees for an outline of the memberships we offer and their associated prices.
- 3.2 Memberships are either paid upfront in full or via direct debit.
- 3.3 An invoice of the full amount of services related to your membership will be opened at the time of signing up.
- 3.4 Direct debit payments are withdrawn on a monthly basis.
- 3.5 Payments made through direct debit require a Direct Debit Request Form be completed to authorise payments through our provider IntegraPay.
- 3.6 An administration fee will apply for every occasion a fee is not paid on time.
- 3.7 After each pay period, an itemised statement may be requested for review of payments and services rendered
- 3.8 Health Insurance rebates (electronic or otherwise) can only be claimed after the service has been received. Claims must be lodged by yourself directly with Medicare or your private health insurer. We are not responsible for any missed claims.
- 3.9 Services included in the membership must be used within the timeframe provided in that membership.
- 3.10 Please understand that our strict billing methods allow equality of service to all clients and serve to raise the already high standard of care we can offer you.

2. Cancellations, Late and Missed Appointments

- 2.1 Late or missed appointments exclude others from receiving treatment and inconvenience both the physiotherapists and other clients waiting.
 - 2.2 If you arrive late to an appointment, but within your appointed time slot, you may receive a shorter consultation in an effort to not inconvenience other clients waiting at the cost of your regular appointment fee.
 - 2.3 It is expected that if you cannot keep an appointment with us, that notice is given as soon as possible by calling the practice and leaving a message if after hours. We ask that you provide us at least 48 hours for cancellations or rescheduling.
 - 2.4 Appointments must be used within the membership's timeframe. If appointments are missed, you will still be charged via direct debit for the duration that your membership is active.
 - 2.5 If you fail to attend your allotted appointments within the time period, no refund will be provided for those appointments.
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