



Anderson, Ohio

www.vitronaclinic.com

Vitrona Clinic Wellness Membership Terms and Conditions

Welcome to Vitrona Clinic! These Terms and Conditions (“Terms”) govern your membership with Vitrona Clinic and outline the rules, guidelines, and policies associated with our wellness clinic services. By enrolling in a Vitrona Clinic membership, you agree to abide by these Terms.

1. Membership Overview

1.1. **Initial Visit Fee:** A one-time, non-refundable fee of \$229 is required for your first visit.

1.2. **Monthly Membership Fee:** A recurring fee of \$159 will be charged automatically each month for the duration of your membership.

1.3. **Membership Benefits:** As a member, you will have access to the wellness services provided by Vitrona Clinic, as outlined in your membership plan.

2. Billing and Payment

2.1. **Automatic Billing:** Your membership fee will be billed automatically each month using the payment method you provided during registration. The billing cycle will begin on the date of your first payment and recur on the same date each month.

2.2. **Payment Method:** You agree to maintain a valid payment method on file with Vitrona Clinic. Should your payment method fail, we will attempt to contact you to resolve the issue. If the payment issue is not resolved within 7 days, your membership may be suspended or terminated.

2.3. **Fee Changes:** Vitrona Clinic reserves the right to adjust membership fees with a 30-day notice. Any changes to fees will be communicated via email.

2.4 **Payment Processor** All payments for services rendered by Vitrona are processed through Stripe, a third-party payment processor. Stripe ensures secure and encrypted transactions to protect your payment information. By making a payment through Stripe, you agree to abide by Stripe's [Terms of Service](#) and [Privacy Policy](#).

3. Cancellation Policy



Anderson, Ohio

www.vitronaclinic.com

3.1. Cancellation Process: You may cancel your membership through your customer portal within Stripe that is created at sign up. If you need assistance, you can also send an email to customerservice@vitronaclinic.com at least 3 days before the end of your billing cycle. Failure to do so may result in the next month's membership fee being charged.

3.2. Cancellation Effective Date: Your membership will remain active until the end of the current billing period. No prorated refunds will be issued for partial months.

3.3. Rejoining: If you cancel your membership and decide to rejoin later, you may be subject to the initial visit fee and current membership rates.

4. Refund Policy

4.1. Initial Visit Fee: The \$229 initial visit fee is non-refundable.

4.2. Monthly Membership Fees: Membership fees are non-refundable once charged, even if you do not use the services during the billing period.

5. Membership Suspension and Termination

5.1. Suspension by Vitrona Clinic: Vitrona Clinic reserves the right to suspend or terminate your membership if you fail to comply with these Terms, engage in inappropriate behavior, or provide false information.

5.2. Reactivation: Suspended memberships may be reactivated once outstanding issues are resolved to the satisfaction of Vitrona Clinic.

6. Privacy and Data Protection

6.1. Personal Information: Vitrona Clinic collects and uses personal information in accordance with our Privacy Policy. We are committed to protecting your data and will not share it with third parties without your consent.

6.2. Communication: By enrolling in a membership, you consent to receive communications from Vitrona Clinic via email, SMS, or phone regarding your membership, billing, and services.

7. User Conduct and Responsibilities



Anderson, Ohio

www.vitronaclinic.com

7.1. **Respectful Behavior:** Members are expected to behave respectfully toward staff, other members, and guests of Vitrona Clinic.

7.2. **Accurate Information:** You agree to provide accurate and complete information during registration and to keep your contact and payment details up to date.

8. Liability and Disclaimers

8.1. **No Medical Guarantee:** Vitrona Clinic provides wellness services, but results may vary for each individual. We do not guarantee specific outcomes or health improvements.

8.2. **Medical Advice:** Always consult with your healthcare provider before starting any wellness program or treatment. **The services provided by Vitrona Clinic are not intended to replace care with a Primary Care Provider.**

8.3. **Limitation of Liability:** Vitrona Clinic, its employees, and affiliates are not liable for any direct, indirect, incidental, or consequential damages resulting from your use of our services.

9. Intellectual Property

9.1. **Ownership:** All content, materials, and intellectual property associated with Vitrona Clinic are owned by Vitrona Clinic and protected by applicable copyright, trademark, and intellectual property laws.

9.2. **Use of Content:** Members may not reproduce, distribute, or use any Vitrona Clinic content without prior written consent.

10. Changes to Terms and Conditions

10.1. **Modifications:** Vitrona Clinic reserves the right to modify or update these Terms at any time. Members will be notified of any changes via email or through our website. Continued use of membership services constitutes acceptance of the updated Terms.

11. Dispute Resolution

11.1. **Governing Law:** These Terms are governed by the laws of the State of Ohio.



Anderson, Ohio

www.vitronaclinic.com

11.2. Dispute Resolution: Any disputes arising from or related to these Terms or your membership shall be resolved through binding arbitration in Cincinnati, Ohio, in accordance with the rules of the American Arbitration Association.

12. Contact Information

If you have any questions, concerns, or need assistance with your membership, please contact us at:

Vitrona Clinic

Email: customerservice@vitronahealth.com

By enrolling in a Vitrona Clinic membership, you acknowledge that you have read, understood, and agree to these Terms and Conditions.