



Martine Dupont  
— acupuncture —

### **Invoicing, payment and cancellation policy**

#### **Invoicing :**

1. An invoice is issued for each session or each subscription. The subscription invoices are completed with the dates of the sessions at the end of the treatment.  
2. Acupuncture is not reimbursed by the CNS, but private insurance companies do reimburse it in certain cases. The patient needs to verify this by using the invoice he or she receives at the end of the treatment. Under no circumstances can the practitioner be held responsible for non-reimbursement.

**3. Many private insurance companies require that the invoice indicate the reason for the treatment or the diagnosis. This is filled in when the invoice is issued, as long as the client indicates as follows (tick the appropriate box):**

**agrees for the reason for the treatment/diagnosis to be mentioned on the invoice**

**does not agree for the reason for the treatment/diagnosis to be mentioned on the invoice**

4. Under no circumstances will the practitioner intervene directly with the insurance company in order to obtain payment for the treatment given.

5. Regardless of the client's motivation, no change in date/amount/diagnosis will be made on the invoices.

#### **Payment terms and conditions:**

1. Payment is due at the end of each session.

2. Subscriptions are payable in full at the beginning of the treatment.

Subscriptions are personal and non- transferable, non-refundable, and are not limited in time.

**Cancellation terms and conditions :**

The client agrees that a cancellation period of 48 hours is not only welcome but also essential.

Appointments must be cancelled **directly** on DOCTENA.LU within the above-mentioned deadlines. There is no other way to cancel an appointment.

The client agrees that a cancellation made after the deadline represents a lost opportunity for another client as well as a loss of income for the practitioner. He/she therefore agrees to pay an indemnity of 60 euros by missed appointment not cancelled on DOCTENA.LU.

By making an appointment on line, the client declares that he/she agrees to the payment and cancellation policies.