

Gateway Acupuncture & Alchemy

Clinic Policies

Please read these policies before your first visit. When you book an appointment, you will be asked to confirm that you have read and agree to them. They are kept simple and fair, and our admin, Dan, handles all scheduling and billing questions so your time with Diego stays focused on the medicine.

3636 5th Ave, Suite 101, San Diego, CA 92103 · info@gatewayacu.com · (619) 289-9336

Payment & Fees

Appointments are paid in full at the time of booking, which holds your time. A card on file is required. We accept cash, check, credit and debit cards, and HSA/FSA. You are responsible for payment for all services rendered, regardless of insurance coverage. Returned checks incur a \$35 fee, after which future payments may be required by cash or card only.

Current fees:

- Acupuncture: \$225 new-patient intake and treatment (up to 90 minutes); \$180 follow-up (up to 75 minutes).
- Daoist Alchemy: \$270 initiation (up to 90 minutes); \$225 session (up to 75 minutes). Cash only; not billed to insurance.
- A complimentary consultation is available for either service.

Cancellation & Rescheduling

We ask for at least 24 hours notice for any change, handled through Dan by email or text.

- Reschedule (24+ hours notice): your payment moves with you to the new time, at no charge.
- Cancellation (24+ hours notice): your choice of a full refund or account credit toward a future visit.
- Late change (under 24 hours): your payment is held as account credit toward your next visit. A second consecutive late cancellation forfeits that credit.
- No-show: the session is forfeited.

Prepaid Containers

For prepaid session containers, a late cancellation or no-show forfeits that session rather than incurring a separate charge, since the container is paid in advance. One courtesy makeup per container may be offered at the practitioner's discretion, to be used within the container's window. Reschedules with 24+ hours notice are free. Unused sessions expire at the end of the container window.

Membership (Qi Tending)

Qi Tending is an optional monthly maintenance membership, offered by invitation once your initial course of care is complete, and kept intentionally small (capped at 18 members). It is \$108 per month for one 45-minute pulse-and-treat session monthly, with priority booking, a quarterly check-in, a locked-in rate, 10% off retail products, and first access to new offerings. Membership runs on a three-month minimum, then month to month; you may cancel anytime after the minimum by email, phone, or text. Recurring billing is handled securely. Membership is not a substitute for treatment of new or acute concerns, which are booked as regular sessions.

Insurance & Reimbursement

Gateway Acupuncture & Alchemy is a cash-pay practice and does not bill insurance companies directly, with the exception of being in-network with Cigna for acupuncture. Upon request, we provide itemized superbills you may submit to your insurer for possible reimbursement. You are responsible for payment for all services at the time of booking, regardless of whether your insurer reimburses you. We cannot guarantee that your insurance will provide coverage or reimbursement.

Annual Pricing Review

Effective October 1st each year, prices for all services may be subject to an increase of a minimum of 5%, or more relative to the current Consumer Price Index (CPI). This annual adjustment allows for the continued delivery of high-quality care. Notice of any increase will be posted in the clinic and shared by email newsletter in advance.

Telehealth

Telehealth sessions (video or phone) are available for services that suit them, and are billed the same as in-person sessions, with the same cancellation policy. Please ensure your device, internet connection, and a private, quiet space so the session runs without interruption.

Treatment of Minors

For patients under 18, a parent or legal guardian must be present during treatment and provide consent, and is responsible for payment for all services.

Professional Conduct & Ethics

Respectful, professional behavior is expected of patients and practitioner alike. Gateway Acupuncture & Alchemy maintains a zero-tolerance policy for harassment, threatening behavior, or violence, and reserves the right to discharge a patient from care for such conduct. The practitioner-patient relationship is professional, and therapeutic boundaries are maintained at all times.

Photography & Marketing

The clinic may take photographs or video for patient education or documentation. You will always be asked for separate written consent before any image of you is used for marketing or promotional purposes.

Infectious Disease & Illness

Please notify the clinic if you develop symptoms of an infectious illness (fever, cough, respiratory symptoms, and the like) before your appointment. You may be asked to reschedule if you are experiencing symptoms of a contagious illness, and we ask that you follow any current clinic policies on masking, sanitization, or other infection-control measures.

Parking Liability

Diego García, L.Ac., Gateway Acupuncture & Alchemy, and any of its affiliates are not responsible for personal or property damage related to parking for clinical services. Patients assume all risks associated with parking at or near the clinic location.

Purchased Goods Return Policy

For patient safety and quality assurance, all sales of purchased goods are final, including Chinese herbs, supplements, and any other items. No refunds are available on purchased goods.

Questions

Scheduling, billing, and policy questions are handled by Dan at info@gatewayacu.com or (619) 289-9336. Clinical questions go to Diego.

Agreement. By booking an appointment with Gateway Acupuncture & Alchemy, I confirm that I have read, understood, and agree to the Clinic Policies above.