TotalBalance

Wellbeing Centre

GETTING LIFE IN BALANCE SINCE 2007

JOINING OUR

ULTIMATE WELLBEING COMMUNITY

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Suffolk Chamber of Commerce Lowestoft & Waveney BUSINESS Awards FINALIST 2019

Suffolk Chamber of Commerce Lowestoft & Waveney BUSINESS Awards WINNER 2018

OUR INTENTION

We GO OUT to all in our community to bring the message of WELLBEING through spinal HEALTH and nutrition.

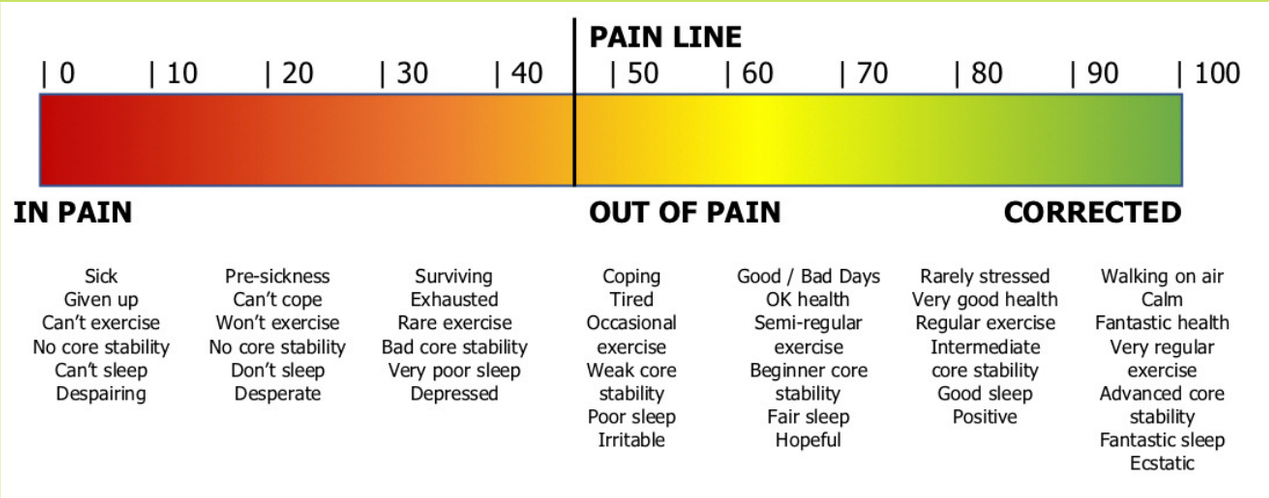
Our intention is to create BALANCE; to grow, to ride the BUMPS along the way and having done so, allow INNATE to flow

Our FAMILY orientated centre is a place to RELAX, full of HAPPINESS, LOVE and LAUGHTER

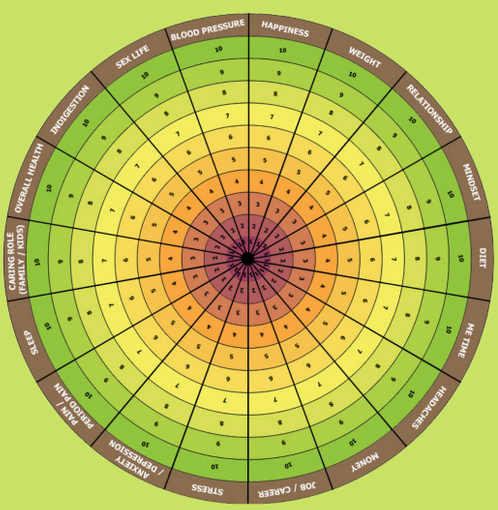
We bring PEACE to all who seek our services

WHAT IS THE ULTIMATE WELLBEING COMMUNITY ?

We are passionate about reaching out and helping everyone in our community. As you will see on our intention statement, we don't want to just remove pain, we want to keep people truly well living life to the full. Where are you on the scale below? Would it not be better to be at 100% ?



Having invested time and money in your health to rid yourself of pain and suffering, we never want you to have to do that again. We used to promote maintenance care in which clients would come in for treatment as they started feeling some aches and pains again, but why would you wait until you are suffering again when you can select an affordable wellbeing plan which suits your lifestyle and keeps you feeling tip top, doing everything you want to do.
We will constantly be reviewing your lifestyle changes and offering advice and care to keep you good. Maybe you are starting a new job, going on a skiing holiday for the first time or even starting a family. We can help you stay pain free and living life to the maximum.



WELLBEING WHEEL

Another key part of being in the wellbeing community is that we realise that true wellbeing is not just about treatments we offer, we need to look at all aspect of lifestyles including things like nutrition, stress and sleep along with many other things. We will make use of our wellbeing wheel to assess your overall health and set goals to make enhancements. The wellbeing wheel is a very simple and visual tool to understand how well we are doing and what areas really need working on.

BENEFITS OF OUR WELLBEING COMMUNITY

- We never want to allow you to go back to how you were when you first came to see us.
- Complementary welcome pack with exclusive wellbeing community pen.
- Complementary new client appointments for immediate family members.

- Priority booking of appointments for the year ahead. State your preferred days / times on the enrolment form.
- Easy direct debit payments at a specially discounted rate.
- 10% discount on our 'wellbeing products range'.
- No Contract or tie-ins, just let us know if you want to stop.
- Complementary session(s) each year for life's little oops moments.
- Any additional sessions required are charged at your special rate and paid as needed.

WELLBEING PACKAGES

CHIROPRACTIC / OSTEOMYOLOGY

Gold - £32 per month
One visit per month + One additional complementary session per year.
Saving £84 per year.

Platinum - £62 per month
Two visits per month + Two additional complementary sessions per year.
Saving £192 per year.

Rhodium - £116 per month
Four visits per month + Four additional complementary sessions per year.
Saving £480 per year.

Californium - £208 per month
Eight visits per month + Eight additional complementary sessions per year.
Saving £1248 per year.

30 MINUTE MASSAGES

Emerald - £32 per month
One massage per month
Saving £91 per year.

Ruby - £62 per month
Two massages per month.
Saving £151 per year.

Diamond - £120 per month
Four massages per month.
Saving £295 per year.

All massage packages come with one complementary 60 minute session on the month of your birthday to relax

REGISTRATION FORM

We are so pleased that you have decided to become part of our wellbeing community. It allows you to enjoy the benefits of wellness care that is both cost effective & convenient so that you can live your life to the full. Completing this form allows us to setup your simple monthly payments saving you time and money.

FULL NAME:	
HOUSE NO:	
POSTCODE:	
EMAIL:	
PACKAGE(S):	
BANK NAME:	
SORT CODE:	
ACCOUNT NO	
IS MORE THAN ONE PERSON REQUIRED TO AUTHORISE DIRECT DEBITS?	YES / NO
PREFERRED APPOINTMENT DATE (S) / DAY (S) & TIME	

Terms & Conditions

- Monthly direct debit payments made by 'Go Cardless' on the 1st of each month
- Any additional sessions required are paid for in the centre at the time of use
- If you cannot attend a booked session, on giving the centre 24 hours notice – credit can be assigned against a new appointment.
- If you do not attend a booked session and do not give 24 hours notice the centre may at its discretion allow the credit to be applied to a new appointment or payment maybe applied as a missed appointment charge.

SIGNATURE:	
DATE:	

FOR YOUR RECORDS

To help you remember what you have signed up for overleaf. Why not fill in a summary below so you have everything to hand.

PLAN(S) SELECTED

PLAN(S) START DATE

THIS WILL USUALLY BE ON THE 1ST OF THE NEXT MONTH
(MINIMUM 7+ DAYS NOTICE NEEDED FOR DIRECT DEBIT)

PREFERRED APPOINTMENT DATES / DAYS / TIMES

TERMS & CONDITIONS

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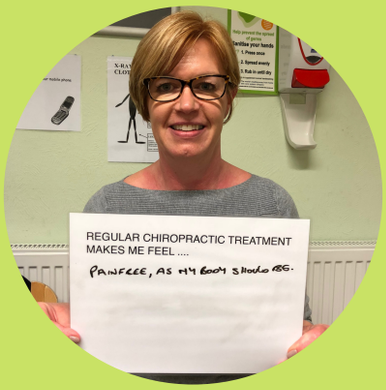
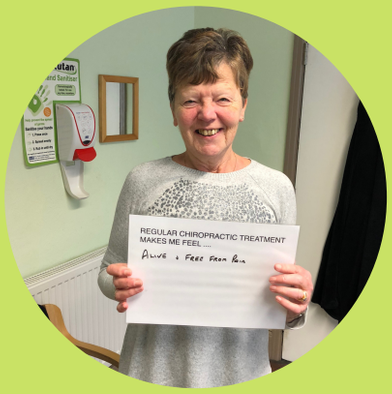
TESTIMONIALS

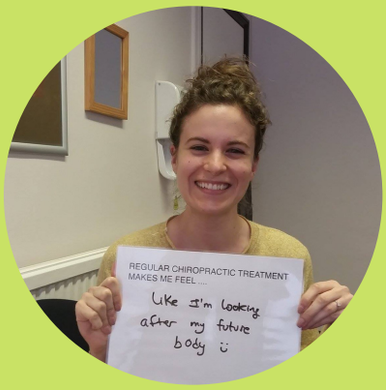
"Love this place. Very friendly and relaxed atmosphere. My back is sooo much better. Highly recommended"
Monica.

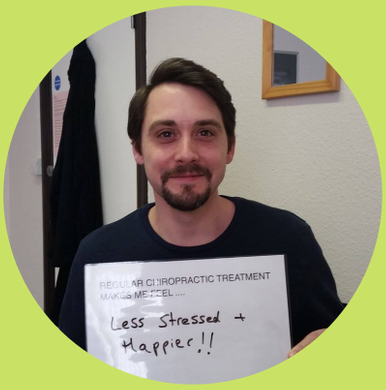


"Not only is the treatment effective, but my visits are enjoyable because the staff are so friendly and caring. Don't hesitate, give it a try"
Valerie.



"Love the place and the people. Always feel good after a treatment"
Philippa.

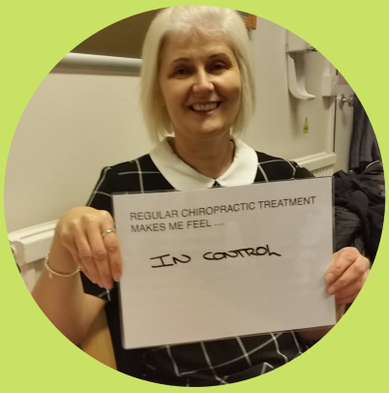


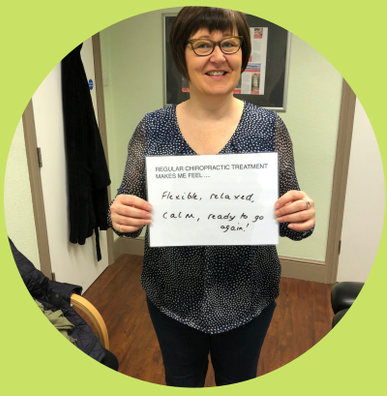


"Total Balance has changed my life. They have helped me so much with neck pain and I now feel so much better. All the staff are very professional and helpful."
Petra.

"Suffered from chronic back pain for 2 years. I'm now pain free. These people are wizards."
Andy.

"My wife attend with some scepticism, she was attending for a general massage Cheryl gave my wife the massage . My wife was very impressed, totally relaxed. She attended 10 sessions it was easy to spot the difference in her she was totally relaxed. Having tried other places with no effect Cheryl was brilliant.."
David.





FREQUENTLY ASKED QUESTIONS

WHAT IF I NEED EXTRA VISITS ?

Thats not a problem, you simply pay for any extras you need at your special discounted rate as and when you need them.

WHAT IF I NEED TO PAUSE MY PLAN ?

We understand that sometimes, things happen. You can pause your plan at anytime by giving us a call.

WHAT IF I NEED TO CHANGE MY PLAN ?

Thats not a problem, your practitioner will regularly discuss with you if your plan best suits your lifestyle and can be amended as needed.

WHAT IF I NEED TO CHANGE MY BANK ACCOUNT ?

Just let us know the new bank information and we will do the rest for you.

IF I CANT COME TO THE CENTRE, FOR EXAMPLE IF I AM ON HOLIDAY, DO I LOSE MY MONEY FOR THAT MONTH ?

Absolutely not, all payments are added to your account and are safe there until used by you.

CAN I STILL GET RECEIPTS FOR EACH VISIT FOR MY INSURANCE ?

Absolutely, just ask our team when you visit and we can print or email them to you.

I AM INTERESTED IN BOTH A SPINAL PLAN AND A MASSAGE PLAN AND DO NOT KNOW WHICH TO SELECT.

You are welcome to select more than one plan at a time for different treatments.

WHAT IF I CAN NOT BOOK ALL MY APPOINTMENTS FOR THE WHOLE YEAR ?

We understand that some people don't know their work pattern. We can book your appointments to suit you.

WHERE TO FNID US

OPENING TIMES

Monday
9am to 7pm

Tuesday
9am to 7pm

Wednesday
9am to 7pm

Thursday
9am to 7pm

Friday
9am to 7pm
(Closed 1-2pm for training)

Saturday
9am to 1pm

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