

Dear Groupon Members,

Thank you very much for your recent Groupon purchase. We look forward to meeting you.

We have provided with you some instructions to make your visit with Desert Health Acupuncture Clinic as easy and enjoyable as possible.

**Please read to the following instructions:**

- 1. Scheduling On-line- Very Easy!** Go to [www.nmcommunityacupuncture.com](http://www.nmcommunityacupuncture.com) and **Select Groupon Purchase. \*\*\*Disregard the end session time. All treatments will be one hour. \*\*\*Don't forget to put your Voucher Number in the Notes section.**
  - a. Please note that scheduling is done on a FIRST COME, FIRST SERVE basis. If there is a scheduling conflict we will contact you primary via email or phone.
  - b. In case of printer errors, put your voucher number in the additional comments field as you schedule your appointment online.
  - c. After hours and Saturday slots usually fill up first. Please book in advance.
  - d. **Do Not Wait** until the last week before your Groupon expires before booking an appointment. There are only a limited number of slots per week. Advanced booking is limited to 60 days in advance.
- 2. Arrive at Desert Health Acupuncture Clinic at least 10 min before your scheduled appointment to fill our paperwork. Or you can **Download your paperwork in advance** and bring it with you. **Visit the Patient Forms Page on our website.** [www.nmcommunityacupuncture.com](http://www.nmcommunityacupuncture.com)**
- 3. Bring your voucher** or have it viewable via mobile phone.
  - a. In case of printer errors, put your voucher number in the additional comments field as you schedule your appointment online.

4. **Expired Vouchers** will be honored for the amount paid for the voucher towards a full priced service of one hour or more. For example if you paid \$35 for the voucher, after it is expired it can be used as a coupon worth \$35 off a hour acupuncture treatment.
5. Vouchers are a great deal at a very special price so there are limitations
  - a. You must use ALL of the value of the voucher in one visit. NO SPLITTING.
  - b. Vouchers cannot be combined with any other offers.
  - c. Vouchers are not eligible for cash back.
6. **Missed Appointments without a 24 hour Cancellation?**
  - a. If you miss your appointment and do not cancel within 24 hours you will lose your voucher. But the face value of \$35 may be applied towards any full priced service.

### **Questions and Answers about your Groupon purchase?**

#### **Q. I wasn't able to buy a Groupon. Can I still get the deal?**

A. Sorry, No, but follow us on [Facebook \( Desert Health\)](#) or [Twitter \(@NMAcupuncture\)](#) for upcoming promotions and deals.

#### **Q. Can I make my appointment via email?**

A. No. You need to schedule your appointment online please visit [www.nmcommunityacupuncture.com](http://www.nmcommunityacupuncture.com) or call us at 505-205-8941.

#### **Q. I don't see the time I would like online. Can I call by phone to make my appointment?**

A. What you see online is what is available. You can always call us to be put your name on a waiting list, but we cannot guarantee a slot.

#### **Q. I bought two Groupons. Can my friend and I get treatments at the same time?**

A. No, but you can schedule them back to back if you would like.

#### **Q. What does my Groupon include?**

A. The current Groupon promotion is a one hour acupuncture session. This will include an initial intake and health history questionnaire, Chinese Medicine diagnosis and a 30-45 min acupuncture treatment. Please allow at least one hour for the entire service.

**Q. Is there outcall Acupuncture on Groupon?**

A. No.

**Q. If I don't have time to use my Groupon can I give it to someone else.**

A. Yes you may. That person will need to schedule online and bring the voucher in with them.

**Q. When can I use my Groupon?**

A. We are open Monday-Thursday 1pm-6pm and a couple Saturday a month from 10am-2pm. Some blackout dates and holidays are not available to anyone. You can see the availability online at [www.nmcommunityacupuncture.com](http://www.nmcommunityacupuncture.com).

**Q. I cannot come in on the days that Desert Health Acupuncture is open. Can I book a time slot other than what is listed on office hours?**

A. No.

**Q. I've decided I really do not have time for service; will you buy back the Groupon?**

A. No. The Groupon voucher does not have a cash value, but you are always welcome to give it to a friend or someone you know that might like it.

**Q. I missed the Groupon sale; can I purchase the same deal from you directly?**

A. No, the Groupon deal can only be purchased through Groupon.

**Q. I bought a Groupon and it expired, will you still do the acupuncture treatment?**

A. You can apply the voucher value of \$35 towards the purchase of another service and just pay the difference.

**Q. I purchased a single Groupon but I wish I had of purchased more; will you sell more sessions at the Groupon rate?**

A. No. Additional services can be bought for our regular prices or our generous package deals either online or in our office. You can also follow us on Facebook or Twitter for other deals and promotions.

**Thank you Very Much for your Purchase. We look forward to meeting you and helping you with your healthcare needs.**

**Regards,**

**Desert Health Acupuncture Clinic Staff**