



Terms of Service

Website • Wellness Studio app • Text messaging

Effective date: January 2026

These terms describe the use of the Healthwise Behavioral Health & Wellness website at HealthwiseMN.com, the Healthwise Wellness Studio app and booking tools powered by Walla, and our text messaging programs. “Healthwise,” “we,” and “us” refer to Healthwise Behavioral Health & Wellness and its Wellness Studio.

How these terms apply

Please review these terms before using our digital services. Where we ask you to accept terms during registration, booking, purchase, or text enrollment, your acceptance applies to the service identified at that step. If you do not accept applicable terms, contact us about another way to access the service. Visiting our website does not enroll you in texting or studio marketing.

Clinical care and educational information

Website content, podcasts, videos, studio descriptions, and educational materials provide general information. They do not provide individualized diagnosis or treatment and are not a substitute for advice from your treating professional. Using the website, downloading the app, or submitting an inquiry does not establish a clinician–client relationship or confirm an appointment.

Clinical treatment is governed by the consent forms, financial agreements, and practice policies provided for your care. These terms do not replace those agreements, the clinical Notice of Privacy Practices, or rights provided by law. Wellness classes and workshops do not establish a clinical treatment relationship unless a service is expressly offered as clinical care and the required arrangements are completed.

Urgent needs and communication

Website forms, app messages, email, and text messages are not monitored continuously and must not be used for emergencies. For an emergency, call 911. For routine clinical questions, use the communication method your care team provides. Please avoid sending sensitive clinical information, insurance card images, or payment card details through ordinary text or email; use the secure forms or payment tools we provide.



Privacy information

Our Privacy Policies page explains how we handle clinical, texting, website, and studio/app information, as applicable. Privacy notice acknowledgment is separate from acceptance of these terms and from permission to receive texts or promotional messages. Privacy Policies: [Insert published Privacy Policies URL].

Wellness Studio and app use

Accounts and access

Provide accurate contact and registration information and keep it current. Use only an account you are authorized to access, protect your login details, and notify us if you suspect unauthorized access. Parents or guardians arranging services for a minor should contact the studio for the appropriate registration process and follow the platform's age restrictions. Eligibility for a children's program does not itself authorize a child to create an app account.

Bookings purchases and payments

Available classes, workshops, groups, appointments, and other offerings are described in the booking system or by our staff. Review the service description, eligibility requirements, price, and applicable policies before booking or purchasing. Clinical appointments must be arranged through the clinical scheduling process; a studio booking does not schedule clinical care.

Cancellation deadlines, late-cancellation or missed-visit charges, refunds, pass expiration, transfers, and any installment or renewal terms are those disclosed for the specific offering before purchase or booking. Ask us if anything is unclear. These terms do not create an automatic renewal, authorize an undisclosed charge, or establish a blanket no-refund policy. Any recurring charge requires the applicable payment authorization.

For studio billing or booking concerns, contact Healthwise. Clinical billing and insurance obligations remain subject to your clinical financial agreement. A studio purchase does not establish insurance coverage or a right to reimbursement.

Participation and separate agreements

Review any participation requirements and complete the waivers, consents, or other agreements required for your chosen service. Tell the instructor or practitioner about limitations relevant to safe participation, and stop an activity if you feel unwell or uncomfortable. Ask your treating professional whether an activity is appropriate for you when needed. These Terms of Service do not serve as a liability waiver, informed consent for treatment, or permission to record you.



Changes to offerings

Schedules, instructors, and availability may change. We will communicate material changes to affected bookings using available contact information. If Healthwise cancels an offering, contact us about the refund, credit, or rescheduling options under the applicable purchase terms and law. Updated website descriptions do not retroactively change an existing purchase agreement.

Walla and other providers

Our app, booking tools, payments, and communications may rely on Walla and other service providers. Their applicable platform terms may also apply. Walla's privacy policy is available at <https://www.hellowalla.com/privacy-policy>. Links to outside services do not guarantee their availability or endorse all their content. Contact Healthwise for help with your studio account, bookings, or purchases.

SMS text messaging terms

Healthwise operates billing and care-related text messaging programs supported by InSync and Curogram. Optional Wellness Studio promotional texting is a separate program and is available only through a separate opt-in.

Messages and permission

With your permission, billing and care-related texts may include balance notices, payment reminders and links, appointment reminders, scheduling updates, intake or form links, and administrative messages related to your care. Optional studio promotional texts may include class and workshop announcements, events, and offers when you separately enroll. Messages may be sent using automated technology.

We collect permission through a clearly identified SMS consent option or another documented opt-in process. Providing a phone number, acknowledging a privacy notice, or accepting general website terms does not by itself enroll you in ongoing texts. Texting consent is optional and is not a condition of receiving care or making a purchase. You may request another communication method.

Frequency cost and delivery

Message frequency varies by program and your appointments, billing activity, or studio enrollment. Message and data rates may apply under your mobile plan. Delivery depends on your carrier and other technical factors and is not guaranteed. Carriers are not liable for delayed or undelivered messages.



Stop texts or get help

Reply STOP to the number sending a message to opt out. You may receive one confirmation of your opt-out. Reply HELP for help or call Healthwise at 763-400-7828. To request assistance stopping texts across our clinical and studio systems, call our office. Opting out does not cancel appointments, purchases, or payment obligations. Tell us if your mobile number changes or is no longer yours.

Texting privacy

Ordinary SMS may be visible to anyone with access to your phone or account. Our SMS privacy policy explains information collection and service-provider sharing. We do not sell mobile information or share it with third parties or affiliates for their marketing or promotional purposes. SMS opt-in data and consent are not shared for purposes unrelated to operating the messaging program. Service providers may process them as needed to deliver and administer messages. See our Privacy Policies page for details.

App notifications and email

App push notifications and email are different from SMS. Manage push notifications through your device or app settings and use the unsubscribe option in promotional emails. Contact us for help with communication preferences. A change to one channel may not update the others.

Website responsibilities and contact

Responsible use

Use our digital services lawfully and respectfully. Do not impersonate someone else, access another person's records without authority, send threats or harassment, upload harmful software, attempt to bypass security, or interfere with service operations. We may restrict digital access when reasonably necessary to address misuse or protect security. Any restriction will respect applicable law and clinical continuity-of-care obligations; an app restriction does not itself terminate clinical care.

Our content

Healthwise's name, logo, and original website and studio materials are protected by applicable intellectual property laws. You may view or download materials made available for your personal, noncommercial use. Other use may require permission. Do not redistribute paid recordings, course materials, or account access without authorization. Rights permitted by law remain available.



Availability and accuracy

We make reasonable efforts to keep information current and services available, but errors and interruptions can occur. Contact us to confirm information important to your care, booking, or purchase. Digital services may be interrupted by maintenance, connectivity problems, or events outside our control. This does not excuse obligations under a separate service agreement or applicable law.

Your rights and applicable agreements

These terms do not waive rights that cannot lawfully be waived, limit responsibility for professional care, authorize otherwise prohibited disclosures, or replace a required treatment consent or studio waiver. Where terms address different subjects, each applies to its own subject. Any conflict involving clinical treatment will be addressed under the applicable clinical agreement and law. Minnesota law applies to the extent permitted by law; any mandatory protections that apply to you remain in effect.

Changes to these terms

We may update these terms and identify the new effective date. Material changes will be communicated through the website or the affected service, with renewed acceptance where required. Changes will apply prospectively and will not by themselves alter completed purchases, existing treatment agreements, or the scope of your texting consent.

Contact Healthwise

For questions about these terms, billing texts, or studio/app use, please contact our office. Do not send sensitive clinical or payment information in ordinary email.

Healthwise Behavioral Health & Wellness

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