

Cancellation/ Financial Policy

This is just an explanation of our payment, refunds/transfers, lateness and cancellation policies. It is very important to us that all our patients understand their financial obligations when electing to undergo a treatment with us. Reading and signing below does NOT obligate you to do or pay for any procedure. This is just an explanation of our payment, lateness and cancellation policy for you. Adhering to our office policies creates a happy environment where our professionals can focus on your needs. We appreciate your cooperation and sincerely hope you have a pleasant experience with us!

The following payment terms apply to ALL patients to secure an appointment:

- Deposit of 50% of scheduled treatment for all med spa appointments.
- Deposit of \$100 to secure a consult of any sort with any Provider.
- Deposit of \$150 required for all injectable appointments.
- Full payment of balance is due at time of your appointment.
- Gratuity is not included in service cost and may be given at patient's discretion. All gratuity must be in cash or via Venmo.

Deposits will be used towards the cost of your treatment unless you cancel with less the 24 hours' notice, no show, or if we must reschedule your appointment due to a late arrival. In those cases, the entire deposit will be absorbed as a cancellation fee.

Refunds/Transfers

- Payments on med spa treatments/packages cannot be transferred to cosmetic procedures (injectables, surgeries, procedures, etc.)

- There are no refunds issued on single session services that have already been rendered; however, we make every effort to ensure patients satisfaction. At the provider's or manager's discretion, this may include re-treatment or additional complimentary services.
- Patients with prepaid services may cancel the remainder of packages at any time. Used sessions will be deducted at single session rates and refunds or credits will be issued as such.
- We stand behind all of the skincare products sold in our practice. It is with great care that we select the most effective solutions, such as frequent of fraudulent returns, empty containers or lack of payment record, management reserves the right to augment this policy at any time.

Cancellation/Lateness Policy The following cancellation and lateness terms will apply to ALL patients:

- If arrival is delayed, we will make every effort to accommodate your appointment, however, if you are more than 15 minutes late, you will be rescheduled and will lose your deposit as a cancellation fee. You will need to repay your deposit fee in order to reschedule missed appointment.
- Cancellation with 24 hours notice or greater - no charge
- Cancellation less than 24 hours/ no shows/ being late for more than half of the allotted appointment time will result in the loss of the appointments deposit.

Sign:_____ Date:_____