



Should I make an appointment?

Once you have decided upon what treatment you would like to have, we recommend that you call as far in advance as possible to ensure you can schedule your treatment at your desired time. As a courtesy, we will confirm your appointment via email and/or text message. Please note that a credit card is required at time of booking.

What time should I arrive for my appointment?

In order to get the most out of your visit to our spa, we ask that you arrive 5 minutes prior to your appointment. When you arrive, please call or text us at 716.300.1444 to let us know you are here. As soon as we are ready for you, our spa coordinator will come get you and let you into the spa.

What if I am running late?

All spa appointments have been designed to allow appropriate time for full enjoyment of each service. We want you to feel relaxed, rejuvenated, and not rushed. If you arrive late, it may limit our ability to offer you the fullest possible experience as we may have to then shorten your appointment. We will call you 15 minutes after your scheduled appointment, if you are not present, to help you reschedule your appointment. If you do not show, you will be charged a \$75 "no-show" fee. In the event that you are 15 minutes late and we are able to accommodate you, you will be required to pay for the full service that you were originally scheduled for.

Cancellation/Rescheduling of an Appointment

Please call our office promptly if you are unable to attend an appointment. We require at least 48 hours-notice (Monday appointments must be canceled by Thursday at 4pm), so that your appointment time can be reallocated to someone else. Late cancellations will be considered as a "no show".

No Show Policy

Some treatments and consultations require a \$75 non-refundable deposit that can be used toward any treatment or product. To cancel or change the appointment, we require a 48-hour notice. (Monday appointments must be canceled by Thursday at 4pm) Should you fail to cancel the appointment as outlined in our policy, a \$75 "no show" fee will be applied.

What if I am experiencing COVID-19 symptoms?

Should you, or someone in your household be experiencing any COVID-19 symptoms such as: fever, chills, cough, shortness of breath, fatigue, sore throat, new loss of taste or smell, congestion or runny nose, or any of the other symptoms as defined by the CDC, please let us know right away so that we may reschedule your appointment.

What if I have some health concerns or medical conditions?

We want all of our guests to be as comfortable as possible. When making your reservation or purchasing product, please advise us of any health concerns such as allergies, injuries, pregnancy, or special needs that may affect your treatment.

**We treat your skin.
You treat yourself.**

297 Spindrift Drive
Williamsville, NY 14221
716.300.1444



Medical Spa Treatments

A consultation is required with a licensed aesthetician for all of our laser therapies and medical treatments. Our aestheticians will review different aesthetic treatments and procedures, pre-and-post treatment care, costs, and answer any questions during this time. A custom treatment plan will be designed to address all areas of concern for each individual. Please note that there will be a non-refundable deposit that will be applied to your treatment.

How much do your treatments cost?

We do our best to keep all of our guests up to date on any changes that may occur, however, we encourage you to inquire about pricing and available services while making your reservation, as prices and services are subject to change without notice. We require you to have a credit card on file in order to book an appointment. With package and membership pricing, your initial payment must be made the day of your first treatment. The final payment will be due at the time of the second treatment. Please inquire about our care credit financing options. Some treatments require a non-refundable deposit.

Promotions and Loyalty Program

A great way to try a new treatment is to take advantage of one of our special promotions. Promotions and loyalty points can't be transferred or combined with any other offers. Loyalty points can be redeemed towards any service or package and expire in 24 months. Any promotions that apply to injections are valid one per person, every thirty days, and expire in 60 days.

Discounts

If you are taking advantage of a discounted service, please know that we cannot add an additional discount on top of that. This includes coupons, promotions and Complexions Cash. They must be used prior to the expiration date, unless otherwise noted, and cannot be transferred.

Return Policy

It is our mission to provide you with the highest-quality skin and body care products with your services. All product purchases, including gift card purchases, are non-refundable. All sales are final.

Print Name _____

Signature _____

Spa Representative _____

Date _____

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