

## **Make the most out of your visit**

### **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.

### **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 30 minutes prior to your facial treatment. Once you have checked in, we will give you some well-deserved time to unwind in our relaxation lounge and dry sauna. Complimentary tea, coffee, and water are available upon arrival. We ask that you arrive 15 minutes prior to all other medical aesthetic treatments and consultations.

### **What if I am running late?**

All spa appointments have been designed to allow appropriate time for full enjoyment of each service, relaxation lounge, and dry sauna. 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. 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 Friday at 5 pm), so that your appointment time can be reallocated to someone else. Late cancellations will be considered a "no-show". Coolsculpting requires a 72-hour notice.

### **No Show Policy**

Certain procedures require a non-refundable deposit. To cancel or change an appointment, we require 48-hour notice. (Monday appointments must be canceled by Friday at 5 pm) In the event a 48-hour notice is not given, a fee of up to the total cost of treatment will be charged. Coolsculpting and Platelet Rich Plasma (PRP) therapies require a non-refundable \$500 deposit.

### **Appointment Confirmation/Reminders**

Upon booking, you will receive a text notification of your appointment date and time. You must opt-in for text reminder notifications by replying "Yes". As a courtesy, you will receive a text and email confirming your appointment 7 days prior to your scheduled appointment time, as well as a reminder 2 days prior to your scheduled appointment. What if I have some health concerns? We want all 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.

## **Medical Spa Treatments**

A consultation is required with a licensed aesthetic specialist for all of our laser therapies and medical aesthetic treatments. Consultations are a great opportunity for you to discuss any concerns with our team of professionals. Our aesthetic specialists will review different treatments and procedures, pre- and post-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.

## **How much do your treatments cost?**

We do our best to keep all our guests up to date on any changes that may occur. 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 series pricing, your initial 50% payment must be made on the day of your first treatment and, the other 50% will be auto-drafted 4 weeks later. Please inquire about our care credit financing options.

## **Promotions**

A great way to try a new treatment is to take advantage of one of our special promotions. Promotions can't be combined with any other offers or transferred to someone else, including loyalty points. Any promotions that apply to injections are valid one per person, every thirty 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 from loyalty points. They must be used prior to the expiration date unless otherwise noted and cannot be transferred. All discounts must be applied at the time of checkout, including loyalty points, as all transactions are final. Please let our spa coordinators know of any discounts and gift cards at checkout.

## **Return Policy**

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

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*Print your name*

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*Signature*

*Date*

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*Spa Representative Signature*

*Date*