

## **Spa Policy** - *Make the most out of your visit*

### **Consultations**

A consultation is required before scheduling medical aesthetic treatments, including Laser Therapies, Microneedling, BBL (Photofacial), and RF Needling. During your complimentary 45-minute consultation, a licensed aesthetic specialist will discuss your skincare goals, review treatment options, and explain benefits, expectations, and pre/post-care.

Pricing will be provided based on the treatment area and your skin condition, as it may vary. This is also an opportunity to ask questions and address any concerns with a customized treatment plan designed just for you.

### **Health Concerns**

Your comfort and safety are our top priority. When booking your appointment or purchasing products, please inform us of any health concerns, such as allergies, injuries, pregnancy, or special needs.

Before buying any product, we recommend consulting your doctor if you have health-related questions or concerns. If you have allergies, it's important to inquire about ingredients. We also encourage you to consider any personal or cultural beliefs that may influence your choice of products or ingredients.

### **Ready to Schedule?**

Once you've chosen a treatment, we recommend booking your appointment as early as possible to secure your preferred date and time. You can call, text, or schedule online at your convenience.

We'll send confirmation via email and/or text as a courtesy.

### **When Should I Arrive?**

To maximize your spa experience, please arrive 30 minutes before your facial treatment. This allows time to check in, enjoy our relaxation lounge and dry sauna, and sip on complimentary tea, coffee, or water.

For all medical aesthetic treatments (such as Laser Therapies, Microneedling, BBL (Photofacial), and RF Needling) and consultations, please arrive 15 minutes early.

### **Running late?**

All spa appointments have been designed to allow appropriate time to fully enjoy each service, relaxation lounge, and dry sauna. We want you to feel relaxed and not rushed. To ensure the best experience, please arrive on time. Late arrivals may result in a shortened service, but the full-service fee will still apply.

If you're over 15 minutes late, we'll call to help reschedule. When possible, we'll accommodate you within the remaining time.

### **Cancellations & Rescheduling**

Please notify us at least 48 hours in advance if you need to cancel or reschedule (Monday appointments must be canceled by Friday at 5 PM). This allows us to offer the time to another guest and avoid a no-show fee. Late cancellations will be considered a no-show.

CoolSculpting and HALO Laser appointments require 72 hours notice.

### **No-Show Policy**

We understand that plans can change, but to respect the time of our providers and other clients, we require at least 48 hours notice for cancellations or appointment changes. (Please note: Monday appointments must be canceled by Friday at 5 PM.)

If less than 48 hours notice is given, a minimum fee of \$75 per hour booked will apply to the full cost of the scheduled service. Specific treatments, such as CoolSculpting and HALO Laser, require a non-refundable \$500 deposit. After two no-shows, late cancellations, or reschedules within the 48-hour window, a third (and any subsequent) occurrence will be charged the full price of the missed treatment. Beginning with the third occurrence, a \$500 per hour fee will apply for injectable services.

### **Appointment Confirmations & Reminders**

You'll receive a text when you book an appointment with your date and time. To receive reminder texts, reply "Yes" to opt in.

As a courtesy, we'll send a confirmation via text and email 7 days before your appointment, followed by a reminder 2 days before your scheduled time.

### **Treatment Pricing**

We strive to keep our guests informed of any changes to pricing and services. For the most accurate and up-to-date information, please inquire about pricing when making your reservation, as these details are subject to change without notice.

All quotes are valid for 30 days from the date provided.

A credit card is required to book an appointment. For series pricing, a 50% payment is due on the day of your first treatment, with the remaining balance auto-drafted 4 weeks later. Please ask about our financing options.

### **Promotions**

Please take advantage of our special promotions to try new treatments! Some promotions cannot be combined, but our spa coordinators will work with you to ensure you receive the best possible savings. Monthly promotions must be received during the month they are offered.

It is the guest's responsibility to pay attention to promotions' expiration dates, as we cannot extend them.

Our team members are notified of new promotions by the first week of every month. Please note that we cannot provide refunds on past purchases.

### **Discounts**

When using a discounted service, please note that we cannot apply additional discounts, including coupons, promotions, or Complexions Cash. Discounts and gift cards must be used before expiration unless otherwise stated and are non-transferable. All discounts must be applied at checkout, as all transactions are final. Please inform our spa coordinators of any discounts or gift cards when you check out.

### **Return Policy**

Our mission is to provide you with the highest-quality skin and body care products alongside your services. Please note that all product, procedure, and gift card purchases are non-refundable, and all sales are final.

We offer free consultations that are designed to be non-pressured. Therefore, we cannot make exceptions to this policy. All sales are final.

***I acknowledge that I have fully read and understood the spa policy by signing below.***

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Print your name

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Signature

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Spa Representative

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Date