Appointments

- **Arrive 10 mins prior to any appointment.**
- All appointments scheduled should arrive in time, there is a **10 minute grace period**; we will keep the appointment but the time lost **will not** be made up.
- If you're more than 20 Mins late, the appointment will be rescheduled.
- **There must be at least a 24-hour notice (considering business hours from 9 am to 7 pm) before canceling a scheduled appointment. If not, appointment will be LOST.**
- **There will be a $15 No Show Fee, that will be charged for each appointment missed on the next payment.**
- **If taking a treatment package, the sessions must be completed within its assigned time frame.**

2-3 Sessions per week are recommended in order to maintain consistency and ensure satisfactory results

12 Sessions: 1 1/2 -2 Months **6 Sessions: 2-3 Weeks**

- If sessions are not completed within that time frame, they will be LOST or can be continued with a **50% charge per session**.
- **ALL appointments** should be scheduled on the first day of treatment.

Sales/Payments

- Credit card information or blank check i**s required as a secured deposit** in case of any missed/delayed payments.

****We will not charge without prior notice.****

- **All products** must be payed in-full the same day.
- Any SPECIALS/ PROMOTIONS for treatment and products must be **payed in cash.**
- Payments with credit/debit card **have a processing fee of 2.75%**
- Payments must be payed the day in which it was agreed in the payment log, if **failed to payed agreed amount by that date, a $10 charge will be added to payment.**
- **Any Tips should be in cash and can be given directly to the person of your choosing.**

Behavior

- Our staff is qualified to perform various **professional** treatments. Be respectful and refrain from harsh comments and unwelcome insinuations. For any concerns please speak to our Spa Director.
- Notify us of any emergencies, illnesses, situations, in order to provide you with the best option for your treatment.
- If you t**hink you could be pregnant or are pregnant, treatment must be terminated**
- **You can't** receive any body treatment during menstruation cycle.
- If uncomfortable during treatment inform as soon as possible but **do not touch or remove any machines for you can injure yourself.**
- **Film and/or photography of treatments, products and staff is prohibited AT ALL TIMES**
- Phones must be on vibration/silent mode.
- **The use of cellphones is prohibited while receiving treatment**, if emergency; be respectful of others by quietly taking the call.
- **Changing and bathroom breaks should be done quickly.** Keep in mind, as we try to accommodate as many clients due to their condition after a cosmetic procedure; you might be sharing the room with someone else.
- Conversations should be kept **minimal and quiet, respectful to other patients**.
- **No individual apart from patient getting treatment is allowed in any of the treatment rooms.**
- **Pictures or videos taken for before and after pictures could be used and be publicized in any of our social media accounts (IG, FB, Yelp)** **Face, private parts, tattoos, beauty marks, jewelry will be covered or removed to maintain privacy of patient. We will notify you if your pictures are selected to be publicized.**

We want to ensure quality procedures and a respectful environment for each of our patients as well as our staff. Fail to comply to these policies will result in the termination of procedure or treatments. ***There are no returns or exchanges***

Patient's signature : _____ Date: _____