

## Aesthetics Med Spa Policies and Etiquette

Adhering to our medical spa policies creates an environment where our professionals can focus on your needs. We appreciate your cooperation and sincerely hope you have a pleasant experience with us!

- FIRST VISIT – Please arrive 5-10 minutes prior to your first appointment to allow ample time to check in and complete intake paperwork.
- LATE ARRIVAL – If arrival is delayed, we will make every effort to accommodate your full appointment but service time may be abbreviated to avoid delays for other guests. Abbreviated treatments are charged at full price.
- LATE CANCELLATION - We have a 24-hour cancellation policy for all appointments. All cancellations with less than 24-hour notice are subject to a \$49 rescheduling deposit and/or deposit forfeit. In the event that a patient has a history of 2 or more no-shows or cancellations with less than 24-hour notice, the patient may be subject to pay full service price to schedule.
- MISSED APPOINTMENTS – Missed appointments are charged a \$49 fee or the full cost of the scheduled service.
- PRICES - We are committed to continuously expanding our services to ensure we bring you the latest and greatest technology. We make every effort to keep our website and med spa menu updated, however, please note that prices, services, and products are subject to change at any time without notice.
- PROMOTIONS – Special offers and discounts, including discounted gift cards, may not be combined. When presented with more than one discount opportunity, we will automatically give patients the discount of greater value at the time of purchase.
- PAYMENTS – Because our practice is limited to elective aesthetic treatments, we do not bill insurance and payments are due prior to or the day of service. All prices are subject to change without notice, however, when you purchase a package, prices are locked in for one year from the purchase date. We accept cash, checks, Visa®, MasterCard®, American Express®, Care Credit™, Apple Pay®, FSA and HSA cards.
- DEPOSIT - Appointments that are scheduled for more than an 1 ½ hours require a \$100 deposit. This payment will be applied to your service and/or products at your appointment. In the event that a patient has a history of two or more no-shows or cancellations, the patient may be subject to pay the full service price as a deposit in order to schedule their appointment. **We do not accept Care Credit for appointment deposits.**
- GIFT CARDS – Gift cards may be used toward any service or product offered at Aesthetics Med Spa (some restrictions may apply) and can be shared with your immediate family members. Gift cards are not redeemable for cash.
- SERVICE REFUNDS – We do not offer refunds on services rendered. We make every effort to ensure the best possible patient results, however, results do vary from patient to patient and results are not guaranteed.
- COSMETIC INJECTABLES - All injectable treatment sales are final; refunds or credits cannot be offered once treatment is completed. During your neurotoxin appointment, Dr. Ronan assesses the facial muscles and decides the number of units required to achieve desired results. This can vary from patient to patient, and from treatment to treatment. To provide

the best level of patient care, we recommend you follow up with an appointment or call 10-14 days after your tox injection if further treatment is needed. If additional units are needed, we may require additional payment.

- PACKAGE REFUNDS - We do not offer refunds on packages. Our aestheticians customize each package to address your specific concerns. If your treatment needs change, we can exchange the unused portion of your package to be used as credit towards another package or products.
- PRODUCT REFUNDS - Unopened products may be returned within 7 days of purchase with a receipt. In the event of an unexpected adverse reaction, you must contact us within 7 days with photo documentation for a refund. In accordance with federal law, we do not offer refunds or exchanges on prescription products for any reason.
- DEFECTIVE PRODUCTS (i.e., a broken pump) may be exchanged within 7 days from the date of purchase for the same product only. PERSONAL BELONGINGS – Personal belongings are the full responsibility of the patient and should be kept in your possession at all times. Aesthetics Medical Spa is not responsible for lost or damaged items.
- PROVIDER REQUESTS – We respect your desire to be with a particular treatment provider but we may not always be able to meet special requests due to illness, vacations, and unforeseen schedule changes.
- PRACTICE-PATIENT RELATIONSHIP – We love having you as a patient, but we do reserve the right to refuse service at any time, to anyone, for any reason.
- FULL DISCLOSURE – We strive to ensure that you understand the treatments you receive and the risks and benefits associated with each treatment. Every patient receives a customized treatment plan. Our team will only recommend treatments and products that are medically appropriate and will benefit you specifically. If you have any questions at any time, please ask as we are here to help!
- REFERRAL POLICY - We offer a credit for referring a new client to Aesthetics Med Spa once their first treatment is completed. The credit must be used within the first year and not cash redeemable.
- RAFFLE PRIZES - Any prizes won through raffles or giveaways must be picked up or used within 3 months of winning date, otherwise will be forfeit.

***These policies are in place to promote respect for our staff and patients. We ask that you treat our administrative staff with respect and decency upon the enforcement of our policies.***

If you have any questions or concerns, please contact our Office Manager at  
jenronan@aestheticmedspa.net