

# SKIN LOGICS WEIGHT LOSS & MEDI SPA POLICIES AND ETIQUETTE

At Skin Logics, we pride ourselves on offering high-end services that help you feel and look your best for a more affordable price. Please make yourself aware of our practice policies and procedures below. Adhering to our spa policies creates an environment where our professionals can focus on your needs. We appreciate your cooperation.

## Consultation-

Skin Logics is dedicated to helping you achieve your outer-beauty goals. We offer complimentary consultations to better understand everyone's needs. Based on a private analysis and conversation, we partner with you to design a treatment plan that will best meet your expectations.

## Scheduling-

Here at Skin Logics appointments are usually necessary. Please call ahead and we will do our best to schedule you. For your convenience, we recommend scheduling your next treatment before leaving our facility. Due to the medical nature of many of our treatments, appointments can sometimes exceed their scheduled time. Please be patient and know that you will also receive the exceptional service and personal attention.

## Cancellation Policy-

Should you need to cancel, please contact us 24 hours in advance of your scheduled appointment. This courtesy enables us to compensate our employees for their time, and maintains a higher availability of our time for you as well as others. By scheduling an appointment, you are agreeing to our cancellation policy.

## No-Show Patients

No-show patients who do not turn up for their appointed treatment time will be recorded as a no-show in their file. Any patient that experiences 3 no-shows will be subject to practice-patient dismissal. This enables us to maintain a higher availability of our time for you as well as others. By scheduling an appointment, you are agreeing to the no-show policy.

## Payments-

Because our practice is limited to elective aesthetic medicine, we do not bill insurance. All prices are subject to change without notice. We accept cash, check, Visa®, MasterCard®, American Express®, Discover® and PayPal Credit. Gift cards cannot be used towards any weight loss visit, product purchase or to pay any outstanding balance.

## Personal Belongings-

Personal belongings are the full responsibility of the spa guest and should be kept in your possession always. Skin Logics Weight Loss & Medi Spa is not responsible for lost or damaged items.

## Treatment Expiration-

Service packages and pre-paid treatments (except Laser Hair Removal) must be used within 12 months of the date of purchase or they will expire. Laser Hair Removal packages must be used within 18 months of the date of purchase or they will expire.

## Refunds-

We do not offer refunds on services rendered even if you are disappointed in the result or unhappy with the outcome. All products sold at Skin Logics are non-refundable. In the event that a package or series of treatments has begun, these services will be considered rendered even though the full series may not have been completed. Should you wish to discontinue your treatment in the middle of a series, credit for the pro-rated share of unused treatments at the discounted price may be used towards another service. At Skin Logics, we offer goods and services that are irrevocable. Therefore, we do not issue refunds for any product or service that has been injected or used in treatment. In consenting to be treated, it is important that clients understand and accept this condition.

## Practice-Patient Relationship-

We appreciate our clients however, we reserve the right to refuse service at any time, to anyone, for any reason.

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Client Signature

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Date