

Scheduling an appointment is your acceptance of these policies. Please Inform your practitioner if you have any special needs or concerns to allow us to ensure your time spent with us is a memorable experience. We aim for each client to be 100% satisfied with our treatments and products. We commit our best efforts to make certain your aesthetic goals are achieved.

Consultations

Our practitioners offer each client 1 (one) complimentary consultation to better understand their needs and goals as well as provide them with a full treatment plan that will best meet their expectations. Future consultations will be assessed a consultation fee of \$50.

Medical Grade Skin/Body Treatments and Products

Due to the Medical Grade value of these treatments and products, skin reactions and sensitivities are normal but may vary from person to person. We ask that you keep realistic expectations and to realize you may need several treatments to achieve your goal. We strongly encourage clients to set up a regimen regarding home care and professional treatments.

Elective Procedures

All the treatments offered are considered elective procedures and are not of medical necessity.

Cancellation Policy

Clients must cancel or reschedule appointments at least 48 hours in advance. Failure to do so will result in a fee of \$50 (for treatments with aesthetic providers), \$100 (for treatments with aesthetic nurses), or 100% of the cost of the scheduled treatments, whichever is less.

No Show Policy

Failure to show for an appointment will incur a fee of \$50 (for treatments with aesthetic providers), \$100 (for treatments with aesthetic nurses), or 100% of the cost of the scheduled treatments, whichever is less.

Late Arrivals

Arriving late will deprive you of valuable treatment time. If you are 10 minutes or more late we reserve the right to reschedule all or some of your treatment so that the rest of our clients are not affected.

Payment Policy

Payment for all individual treatments is due at the time of treatment. Packages must be paid in full at the time of the first treatment.

Treatment Refund policy

We do not offer refunds on any treatment rendered for any reason. Results may vary from person to person and the outcome cannot be guaranteed. Clients are responsible for further treatments needed to achieve further results. Treatment series, packages and gift certificates are non-refundable, however, unused values can be applied to other treatments.

Product Refund policy

We accept the return or exchange of select unopened, undamaged products within 14 days of the original purchase. We can not issue refunds for opened products, however an exchange or credit for another product or treatment can be issued in cases of adverse reactions provided you return the minimally used product within one business day after purchase. PER REGULATIONS, WE CANNOT ACCEPT ANY RETURNS ON MEDICAL (RX) PRODUCTS. PLEASE ASK YOUR PROVIDER IF YOU HAVE ANY RETURN QUESTIONS PRIOR TO PURCHASE.

Expiration

Treatment packages and all pre-paid treatments must be used within 12 months of purchase or they will expire.

Children

Due to the nature of our treatments children are not allowed in the treatment rooms. We ask that parents or guardians make other arrangements for children while they are receiving treatments.

Pet Policy

We do not allow animals in the facility except for leashed certified service animals.

Notice of Privacy Policy

Patient privacy is a top priority at our spa. You may request a copy of our Notice at any time.

Gratuities

Gratuities are at your discretion and are not included in any service, package or membership.