

## Alternative Medi-Spa Policies

### **Scheduling and Reservations**

Services are available by appointment only. Advance payment is required and must be guaranteed by credit card in order to secure a time on our schedule for treatment. Please have all of the proper information available when calling. If an online promotion is being used and you do not provide 24 hour cancellation notice, your voucher will be deducted a treatment session. Please arrive 15 minutes early for appointments to allow time for completing consent forms, other paperwork. If you are running late, let us know as soon as possible and we will try to accommodate you without disrupting other client appointments (in some cases your treatment may be shortened or we may need to reschedule your appointment).

We have a wide variety of appointment times available and book up to several weeks in advance. Some days and times are more popular than others. We do our best to accommodate your requests for a particular day and time. However, all appointments are on a first come first serve basis.

### **Cancellation Policy**

Alternative Medi-Spa has a 24-hour cancellation policy. Should you need to cancel or reschedule an appointment please give us 24 hours notice so we can make the time available to other clients. Failure to show up for a scheduled appointment will result in forfeiture of prepaid services booked.

### **Return Policy**

No refunds are made for products, service packages and pre-paid treatments once they are purchased. Sorry, no exceptions. If for some reason you are not able to use an un-rendered, pre-paid service, you may do a one time exchange of the unused portion toward other services. Unopened products may be exchanged for alternative products with 7 days of purchase.

### **Treatment Expiration**

All service packages and pre-paid treatments (except hair removal) must be used within 12 months of date of purchase or they will expire. Laser hair removal must be used within 18 months of date of purchase or they will expire.

### **Pricing**

Service prices are subject to change without notice.

### **Return Check Policy**

A \$30 fee will be charged for all returned checks. Any returned check must be paid by cash or money order.

**Privacy Policy**

Alternative Medi-Spa associates comply with all privacy acts and will not discuss client treatments with any other clients.

**Treatment Outcomes**

Alternative Medi-Spa is committed to serving you in the best way that we can. Aesthetics is not an exact science and how you may respond to a given treatment will vary from client to client. It is virtually impossible to predict results and therefore payments made for services are for treatments to be performed – not for a specific result. However, we always strive to achieve the absolute best result that we can for you. Thank you for allowing us to serve you!

**Rights Reserved**

Alternative Medi-Spa will try to communicate policy changes with you in advance wherever possible. However, we do reserve the right to change our policies without notice.