

POLICIES & PROCEDURES



MEDICAL SPA POLICIES

We ask that you consider our policies not as restrictions but as indispensable rules, which allow us to provide high standards of service. With regard to appointment cancellation fees, these are unfortunately necessary due to unavoidable expenses and valuable time allocated to patients when they make the appointments.

We welcome you to Achieve Beautiful Skin Medical Spa and wish you a wonderful experience.

APPOINTMENTS

Appointments can be made over the phone or through our website. We recommend that you schedule future appointments in advance to ensure your preferred time is available, as early morning, evening and Saturdays are the most requested times.

All booked appointments will be confirmed by our staff one or two days prior to your scheduled appointment. Please inform us of your preferred method of contact (call, text or email.)

**Scheduling an appointment is your acceptance of our policies.*

WHEN SHOULD I ARRIVE?

As we are a medical spa, we require that all new patients fill out a skin health history information and consent form. We ask that all NEW patients arrive 15 minutes prior to their appointment in order to complete all the necessary paperwork. Existing patients that are starting a new treatment are asked to arrive 10 minutes prior to their appointment. All other patients may arrive 5 minutes prior to their scheduled appointment.

IS THERE ANYTHING I SHOULD DO PRIOR TO MY APPOINTMENT?

We ask that all patients read and understand the information provided on our website, regarding treatments. Patients receiving Laser Hair Removal treatments must have all areas cleanly shaven and free of any lotions, powders or deodorants before each treatment. It is recommended to shave the day of your appointment. Do not pluck, tweeze or wax the area.

If you are scheduled for a Rejuvopen treatment, we recommend applying our pharmaceutical grade numbing gel 30 minutes prior to your appointment time. For your convenience, we offer complimentary pre-treatment gel at the MediSpa. Please call ahead prior to picking up your pre-treatment gel. This is to be applied prior to checking in and will ensure ample numbing time for your treatment.

We also suggest that all patients receiving any of our Peels or Facial treatments to arrive without make up if possible.

WHAT IF I AM LATE FOR MY APPOINTMENT?

Our scheduling is designed to permit the correct amount of time to complete your service. A late arrival will deprive you of precious treatment time. In fairness to others, your treatment must end on time so the next patient's session can begin on time. If you are not able to be on time we will do our best to complete as much of your treatment as possible. However, if you need to be rescheduled, you will be charged a fee. Regarding bad weather and traffic, leave enough time to arrive on time or a few minutes early to your appointment.

Thank you for your understanding and cooperation.



CANCELLATIONS

Your Medical Spa appointment is reserved exclusively for you. Should you need to cancel or reschedule an appointment please do so within *24 hours of that appointment. If you cancel, reschedule or fail to make your appointment with less than a 24-hour notice, you will be charged 50% of the total cost of that appointment. This fee cannot be paid with a gift certificate.

**Appointments lasting 2 hours or longer require 48 hour notice.*

This policy 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.

*** We do understand emergencies arise and this will be given consideration on a case by case basis.*

PRODUCT RETURNS

Your satisfaction is our utmost concern. If you are not satisfied with one of our products, please bring in the product within two weeks of the purchase. We will gladly exchange the full value of the returned product for a product or products that are more suited to your desired result. If you do not wish to have a product exchange, we will give you a refund credited back to you in the same method of payment used for purchase.

PAYMENT

The Medical Spa accepts Visa, MasterCard, Discover, Checks with proper identification and Cash.

***If you have a gift card or gift certificate of any kind you must notify us before your treatment begins. Please note these are not transferable and non-refundable.*

FOR YOUR ENJOYMENT

...we request that you leave babies and children at home. Inform our front desk staff if you have any special needs or concerns to allow us to ensure your time spent with us is a memorable experience.

TELL A FRIEND

Referrals are greatly appreciated and are the highest compliment you can give us at Achieve Beautiful Skin Medical Spa. For every referral who purchases a treatment, you will receive a gift card to our MediSpa to be used towards any service of your choice.

GENERAL POLICIES

- All prices, policies and services are subject to change without notice.
- All times stated are approximate.
- Scheduling an appointment is your acceptance of these policies.