



## APPOINTMENT POLICIES

### **Consultations:**

Some services provided at Adorn Aesthetics require an initial consultation prior to treatment. Services that may require a consultation include, but are not limited to: Anti-Wrinkle Treatments, No-Needle Dermal Filler, RF Microneedling, Medical Grade Peels, HydraFacial, and any type of Laser Skin Treatment. If in doubt, please ask one of our staff members and we will gladly provide you with more information.

### **Appointment Policy:**

We value and respect the time of our clients and want to ensure there is ample time to provide quality treatment in the appointment slot allotted for each client. As such, arriving late deprives you of valuable treatment time and may delay treatment for the next client. Late arrivals will not have their appointment time extended; we will make every effort to perform your entire treatment in the remaining scheduled time and you will be responsible for the full treatment cost.

Arriving more than 15 minutes late will result in cancellation of your appointment and you will be subject to a **\$100 cancellation fee**.

You can schedule your next appointment at checkout of today's appointment, through our online booking system, or by calling the front desk. You are encouraged to call to schedule your next appointment **at least two weeks in advance**- or upon checkout of a current service- to ensure appointment availability and to secure a time that works best for your schedule.

### **Cancellation and No-Show Policy:**

We kindly ask that if you need to reschedule or cancel your appointment, please give us *at least* 24 hours notice so that we have the opportunity to fill your appointment time so that other patients have the opportunity to receive services.

Appointments cancelled **less than 24 hours prior to appointment**, or for those who fail to show up for their appointment without notice or cancellation, will be subject to a **\$100 cancellation fee** charged to the card on file.

*Any No Show or Cancellation Fees on an account must be paid in full prior to scheduling another appointment.*

Repeated missed appointments, no-shows and/or cancellations within 48 hours may result in the inability to book future appointments. This determination is left to the discretion of the service provider.

### **Card on File Policy:**

A valid form of payment will be requested at your initial appointment to be kept on file to process any outstanding balances and/or cancellation fees.

### **Personal Belongings Policy:**

Adorn Aesthetics is not responsible for lost or damaged items. Please keep all personal belonging in your possession at all times.

**Payment/Return/Refund Policies:**

**Payment:** Payment for all individual treatments is due at the time of treatment.

**Pre-Paid Service and Treatment Packages:** All service packages and pre-paid treatment services must be paid in full at the time of purchase unless otherwise agreed upon. Any unused portion of a package/pre-pays may be eligible for credit towards other services, treatments, products, or gift cards.

**Treatment and Services Refund:** We do not offer refunds for treatment and/or services rendered. Aesthetic treatment results vary by individual and achieving desired outcome and/or results cannot be guaranteed. Clients are responsible for treatment costs associated with additional treatments needed to achieve further desire results.

**Treatment Outcome/No Guarantee of Results Policy:**

In some situations, it may not be possible to achieve optimal results. It is also possible that services treatments may fail to produce the desired results in the targeted areas. Should complications occur, additional or other treatments may be necessary at your expense. There is no implied or explicit guarantee of treatment results.

**Right to Refuse Service:**

We reserve the right to refuse service at any time, to any person, for any reason.

**Financial Responsibility:**

I understand the regular charges apply to all subsequent treatments. I understand and agree that all services rendered to me are charged directly to me, and that I am personally responsible for payment. I further agree in the event of non-payment, to bear the cost of collection, and/or court cost and reasonable legal fees, should this be required.