



# AURORA MEDI SPA

## AURORA MEDI SPA POLICIES

### Scheduling:

Aurora Medi Spa is always buzzing, so appointments are required. We encourage you to schedule appointments well in advance, especially prior to major holidays. Please note that upon scheduling your appointment, you will be asked to provide a credit card number per our cancellation policy; please refer to it on the back of this sheet. Scheduling an appointment is your acceptance of this policy.

### Appointment Reminder:

As a courtesy to our patients, you will receive either a phone or text confirmation prior to the scheduled service.

### Arrival:

Please arrive 10 minutes prior to your appointment so you'll have plenty of time to unwind and do any paperwork that may be required. Late arrivals will limit the time of your treatment, as your appointment will end at the scheduled time. We will do our best to accommodate you; however, in some cases it may be necessary to reschedule. In such cases, the cancellation policy will apply.

### Payment Options/Tipping:

We accept Visa, MasterCard, Discover, American Express, Care Credit, and cash. State sales tax will be charged where applicable. All credit or debit card purchases are subject to a 3% transaction fee. Although we graciously appreciate the gesture, the aestheticians do not accept tips.

### Product Returns:

We think our products are the best and hope that you'll enjoy them just as much. We do not issue cash refunds for retail items; however, unopened/unused products may be returned with a dated receipt within 7 days of purchase and we will gladly issue store credit or exchange the item. Due to health regulations, we cannot accept opened/used returns.

**Exception:** Store credit or product exchange may be given for any opened item that is returned due to an adverse reaction that a client has experienced while using that product, except for Latisse (see next). The client must consult with an aesthetician prior to receiving a credit or exchange of the product. Unfortunately, because Latisse is considered a prescription, it cannot be returned for any reason, including an adverse reaction. By purchasing the product, you assume the inherent risk and accept this policy.

### Service Returns:

**All treatments, services, injections, deposits and packages are non-refundable and non-transferable.** Any unused services in your package will not be refunded or exchanged for a different service.

ALL SERVICE PACKAGES WILL EXPIRE 18 MONTHS AFTER DAY OF PURCHASE

ALL INJECTION PACKAGES EXPIRE 12 MONTHS AFTER DAY OF PURCHASE

### Gift Cards:

Gift cards are not redeemable for cash and may not be refunded or exchanged.

**Returned Checks/NSF Fee:** There is a \$25 fee for checks that are returned to us for having insufficient funds.

### Subject to Change:

We wouldn't be the trendsetters that we are if we weren't constantly expanding our services. Although we make every effort to keep our website and spa menu updated, please note that prices and services are subject to change at any time. We love having you as a customer, but we do reserve the right to refuse service at any time, to anyone, for any reason.

I acknowledge that I have read and agree to the terms above.

\_\_\_\_\_  
Patient's Printed Name

\_\_\_\_\_  
Patient's Signature

\_\_\_\_\_  
Date

## 48 HOUR CANCELLATION / NO SHOW POLICY

### **Scheduling:**

A deposit of \$50 is required to hold your appointment(s) in an effort to prevent cancellations & no shows. This is a payment which can be collected over the phone or in person. Deposits, like all other transactions are NON-REFUNDABLE and NON-TRANSFERRABLE. The deposit will be deducted from the total amount due at the time of your appointment..

**Notifications:** *Although we do text and/or call you with an appointment reminder, it is your responsibility to know your reservation time. If you are ever unsure of your appointment time, please feel free to call and ask!*

### **Policy:**

In order to ensure that all of our guests are able to receive treatment in a timely manner and that our time is used to the best of our ability, we ask that all appointments be re-scheduled/cancelled **48 hours** ahead of time. Patients who do not show up for their appointment will be considered a **NO SHOW**. The amount charged in either case will be \$50 for Aesthetician Appointments or \$75 for Doctor Appointments.

I acknowledge that I have read and agree to the terms above.

\_\_\_\_\_  
Patient's Printed Name

\_\_\_\_\_  
Patient's Signature

\_\_\_\_\_  
Date