

APPOINTMENT AND OFFICE POLICIES

- All new clients are required to pre -pay for their first appointment - the *Signature Skin Wellness Assessment*. This is a preliminary consultation and screening appointment before any services are performed. Please book your appointment directly on the website.
- All appointments require a pre- scheduled appointment – we do not accept walk-ins due to the manner in which we service clients and our service standards.
- In person – New Client Appointment: Prior to your appointment:
 1. Complete all download forms for New Clients – Please email them back to us or bring them with you to your first appointment. We cannot perform any services on a new client unless these documents are completed.
 2. **Please make a list and photograph all of your skin care products, makeup, medications and supplements that you have been using or are taking for the last six months.**
 3. **We will need to see a clear photo of the front and back of each product showing the ingredients of the product.**
- New clients: We will be happy to discuss and schedule a service for you during your initial consultation.
- New clients please arrive to your scheduled appointment visit **at least 15 minutes prior** to your appointment for registration
- Client forms and pricing for particular service requests will be provided to clients who have an appointment scheduled.
- Informed consent and client intake forms must be completed before any service may be performed.
- Pricing for services is determined by the findings and outcome of the Skin Wellness Assessment and the goals the client has for their skin program and home care regime.

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- Subsequent visits, evaluations, treatment sessions with our practitioners, our medical director, or to physicians in our cooperative network may be requested to identify imbalances, make adjustments to programs or products or may require further health evaluation.
- ***Cancellations and arriving on time for regular appointments:***
Please be considerate of our schedule as well as others with reserved appointments.
- Late arrivals past 15 minutes may be rescheduled - please text or email your status if you anticipate a late arrival so that we may advise you of any schedule conflict.
- Please advise us at least 24 hours prior to any cancellation to avoid a service charges.
- ***Please make childcare arrangements prior to your appointment***
We accept appointments for youths over 15 years old when accompanied by a guardian, and with adult appointment approval confirmation.
- ***PLEASE NOTE : After hours emails and phone calls for topics other than scheduling appointment or ordering products -such as extended consultations are considered in office services and are billable by invoice.***
- **All services are private pay - we do not accept any form of insurance or accept HSA payments.**
- Payment is expected at the time of service or certain services require pre-payment in advance.
- **Please discuss all retail purchases with us to ensure your product selections are best suited to your needs – We do not accept returns, refunds or exchanges on retail skin care products and accessories.**
- We accept cash, Master Card, Visa, Discover, American Express and PayPal. We offer packages, gift cards, family plans and payment terms for programs.