

APPOINTMENT AND OFFICE POLICIES

- New clients are required to pre -pay for their first appointment and book their initial appointment online.
- You may pre -pay for your service and book your appointment on our website.
- Please bring with you to your first appointment any skin care products you have used for the past six months, cosmetics & cosmetic accessories, and any vitamin supplements and medications.
- Services are not offered to a new client without an initial visit. 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 or are pre-registered after initial consultations. Documentation will be completed at the first visit or as noted per visit otherwise.
- 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.
- 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.
- Please note that we do not offer any traditional spa services such as waxing, brows, nails, or body treatments. We would be happy to refer you to one of our spa partners

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- ***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 12 years old when accompanied by a guardian, and teenagers 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 or bill any form of insurance or accept HSA payments.
- Payment is expected at the time of service or certain services require pre-payment in advance.
- We accept cash, Master Card, Visa, Discover, American Express and PayPal.
- We offer packages, gift cards, family plans and payment terms for programs.