At Elemental Aesthetics, it is our goal to make a difference in the lives we touch by offering the highest level of service by exceptionally trained professionals in a professional, stress-free environment. Therefore, to ensure the best experience for our clients, please review our policies.

***Payment Methods:***

We accept all major credit cards (Visa, Mastercard, American Express and Discover), debit cards, pre-paid gift cards bearing any of the above logos, or cash.

***Reservations:***
In order to ensure that you obtain your desired appointments, we recommend scheduling your appointment as far in advance as possible to ensure availability. To accommodate your desired appointment a credit card is required at the time of booking to guarantee your reservation. We hold this information as part of our cancellation policies and only make necessary charges to your account on the date of your scheduled service. Details of our cancellation policy are provided below.

***Cancellation Policies and Fees:***
Your spa treatments are reserved especially for you. We value your business and ask that you respect the spa's scheduling policies. Should you need to cancel or reschedule, please notify us at least 24 hours in advance.

Any cancellations with **less than 24 hours of notice** are subject to a cancellation fee amounting to **100% of the cost of the scheduled service. Clients who miss their appointments will also be charged in full for their scheduled service. Clients fulfilling a package that cancel with less than 24 hours’ notice will be charged in full for the scheduled service or lose a treatment session in their package. Clients arriving 10+ min late will be rescheduled and charged in full for the scheduled service. Minor children (under 18) must be accompanied by adult.** We recognize the time of our clients and staff is valuable and have implemented this policy for this reason. When you miss an appointment with us, we not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time. For these reasons, we are obligated to compensate our staff for their time, as well as make up for the lost revenue.

Elemental Aesthetics reserves the right to cancel any appointments not confirmed with a valid credit card within 48 hrs. of the scheduled service. **When you schedule your appointment with us, you are agreeing to these policies.** All services require a credit card to guarantee a reservation so please have your credit card ready when booking. You will not be billed unless there is a late cancellation or no show. Upon checkout, guests may choose their method of payment.

***Prices and Services:***
Prices and services are subject to change without notice. We will do our best to keep our clients up to date on any changes that may occur, and encourage all clients to inquire about pricing and available services when booking your appointment. Gift certificates cannot be redeemed as cash and can be used for services only. Gift certificates must be mentioned when making your appointment and cannot be combined with any discounts or specials. All gift certificates will expire 1 year after purchase date.

***Series of Treatments:***
We are unable to process any returns or reimburse any payment transaction on any spa treatment series that are purchased. We will, however, exchange them for other products or spa credit of equal value. **Please note: All packages and treatment sessions will expire if inactive for over 6 months unless your package was frozen for medical reasons. All packages and memberships are non-transferable.**

***Gratuity:***
Gratuity is not included in the price of service or spa packages but is greatly appreciated. Customary tipping runs 15% to 20% of the full treatment price but is, of course, at your discretion. You may tip the therapist in the room or upon check out. Tipping envelopes are available for your convenience.

***Check in:***
We ask that you please arrive 10-15 minutes prior to your appointment time. We will do our best to accommodate late arrivals. However, the length of service may be adjusted so as not to interrupt the scheduled appointments of other guests. Full price of scheduled services will apply, so please plan accordingly.

***Contraindications:***

A contraindication is a medical condition or factor that can deem a client ineligible for a particular treatment.  In order to ensure client health safety, you must complete a complete medical history form in office.  In addition, consents for certain treatments must also be read and signed.  If upon review of your history we find you are not a candidate for your scheduled treatment, we may recommend another treatment route.  Please feel free to call or email any questions about medical conditions or potentially contraindicated medications before your scheduled treatment.

***Personal Belongings:***
Please leave all jewelry and valuable items at home.  Elemental Aesthetics is not responsible for lost or misplaced items.

***Spa Promotions:***
Spa specials cannot be used in combination with any other offer, promotions or gift certificates.

***Refunds:***

All skin care treatments, laser and skincare packages, memberships, skin care products and gift certificates are non-refundable and non-transferable.  All sales are final. No exceptions.

By signing below, I agree that I have read and fully understand all Elemental Aesthetics’ policies and procedures and agree to abide by them for this and all future appointments.

Print name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_