



Booking policy:

All of our services require a designated time to properly prepare the room for your treatment. Due to the timing, cost of preparations, and reservation of treatment room in anticipation of your visit, we kindly ask for the following considerations when booking or cancelling an appointment;

At **Revati Medispa**, your treatments are reserved especially for you. We value your business and ask that you respect our scheduling policies. Should you need to cancel or reschedule, please notify us at least **24 hours** in advance. We ask o please take into consideration the required time needed to arrive at your appointment, anticipating traffic, weather or any unforeseen circumstances.

Any cancellations with less than ***24 hours of notice*** or ***no-shows*** will be charged 35\$ per scheduled service and will be required to pay a deposit of **50%** on their next appointment with us.

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 designated bookinh, but also the potential treatment of other clients who could have scheduled an appointment for the same time.

When you schedule your appointment with us, you are agreeing to these policies. After **one** no-show or last minute cancellation, we will require a credit card on file for future appointments booked through us. You will receive both a text and email when your appointment is booked. Please make sure to check your email and be aware of any

emails coming from **Revati Medispa**. There is an automated email/text appointment reminder that will go out 48 hours before your scheduled appointment to confirm your attendance. Please confirm your appointment by clicking “confirm” in the body of the email or text. If needed, you can cancel or reschedule your service through the confirmation email or text message, send us a message through facebook or give us a call at **506-388-9277**. Those are the only acceptable forms of communication for cancelling/rescheduling.

Etiquette and FAQs

- **ARRIVAL:** Please arrive 5 minutes prior to your scheduled appointment time. New clients will have a form to fill out and a consultation will be done before starting your service. This is factored into your appointment time so that you do not have to arrive earlier. Arriving early will not guarantee your service will start before your scheduled appointment time. Please call ahead to check if your service can be started before the scheduled time.
- **LATE ARRIVAL:** We understand that it can be difficult at times to arrive on time for appointments. Please contact us and let us know if you will be late. We will try our best to accommodate you; however, out of respect for other clients' time, we cannot guarantee the full service time if you are late. We will do our best to accommodate given the time allowed, or you may need to reschedule if there is not enough time to do the service you want in a shorter time period.
- ****PLEASE NOTE:** If you do not contact us to let us know that you are running late, we will automatically cancel your appointment after 15 minutes past your appointment time.
- **CONSULTATIONS:** Consultations are always free of charge & done before starting your first treatment plan or service . Adequate time is added to treatment after consultation has been finalized. There may not be time for additional services, depending on time and the services being requested during your consultation.

- **RETURN POLICY:** All laser treatment packages and open retail products are **FINAL SALE**

- **PAYMENTS:** We accept all major credit cards and cash as well as Google pay and Apple pay. We do not accept personal checks or traveler's checks.

- **TREATMENT ROOM POLICY:** Only the client receiving a service is allowed in the treatment room at the time of service. There are no exceptions. We work in a very enclosed space with laser treatments, this is to protect the health and safety of our clients, as well as to ensure the treatment time and relaxation of our patients.

- **WHEN RECEIVING SERVICES:** Our goal is to offer you a relaxed environment, and enjoy your scheduled treatment. It is important that the aesthetician or practitioner is able to focus on your service and skincare needs, as often times we handle the hazardous equipment in medi-aesthetics and not being 100% vigilant could easily result in injury. This is why we kindly ask you not to bring any children to your appointment. This is for their safety as well as the safety of everyone in the treatment room.

- **PLEASE NOTE:** It is at the discretion of Revati MediSpa to stop a service or refuse a service, if the service provider feels unsafe, mistreated, or harassed (verbally or physically) by a client, or if the service is not appropriate for the client, depending on the clients information provided at the time of consultation, medical history, injuries, or composition.

It is the clients responsibility to read our policies, pre care, aftercare, contraindications and disclaimers. It is also the clients responsibility to read all appointment reminders.

Clients with repeated no shows or last minute cancellations will no longer be provided services. Any future services booked will be cancelled.

Cynthia Bourque

Owner/CEO

Date : _____

Client Signature

Date : _____



