



POLICIES

- **SCHEDULING**-Appointments are preferred, but may not always be necessary. If there is time available for your desired skin care service we will be happy to treat you. However, most treatments are booked in advance.
- **ARRIVAL TIME**-Please arrive 15 minutes prior to your scheduled appointment time to prepare for treatment. As medical skin care treatments are provided, we require all new clients to fill out skin care and medical history information and treatment consent forms.
- **LATE ARRIVALS**-Our scheduling is designed to permit the correct amount of time to complete your service. Arriving late may require us to shorten the length of your treatment so as not to inconvenience other clients. If you are not able to be on time we will do our best to complete as much of your treatment as possible, however with some treatments it may be necessary to reschedule.
- **CANCELLATIONS**-Your scheduled appointment is exclusively for you. We ask for a credit card to hold scheduled appointments. Should you need to cancel or reschedule your appointment, please notify us 24 hours in advance or 50% of the service will be charged. We do understand that emergency circumstances can occur and we will strive to accommodate you as best we are able.
- **NO SHOW APPOINTMENTS**-If a client forgets or chooses to forgo their appointment, this is considered a “no show”. After three “no show” appointments we have the right to refuse treatment. “No show” appointments will be charged 50% of the scheduled service.
- **PARENTAL CONSENT**-All clients under the age of 18 years must have a signed parental consent form for us to provide treatment. This form is available upon request and must be signed at our facility and witnessed by one of our staff members.
- **PRODUCT RETURNS**-Your satisfaction is our utmost concern. If you are not satisfied with one of your products, please bring in the product with receipt within two weeks of purchase. We will gladly refund the purchase price or exchange for a product that is better suited for you.
- **CELL PHONES**-As a consideration for our other clients, we ask that cell phones be turned off during your visit.
- **PERSONAL BELONGINGS**-For your peace of mind, we suggest you leave valuable items at home. We are not responsible for lost, damaged or misplaced personal property.
- **GRATUITIES**-Tips are always left to the discretion of our clients and should be given to your service provider by cash or personal check.

All prices are subject to change without notice. Skin360 reserves the right to refuse services at our discretion.