



SPA MEDICCA

DISCOVER AGELESS BEAUTY

Deposits, No Shows, Cancellations, & Refund Policy

Deposit Policy

A non-refundable \$250 deposit is required for all Halo, Sylfirm, Coolsculpting; a non-refundable \$100 deposit is required for all filler categories and BBL; a non-refundable \$50 for all esthetician services; a non-refundable \$50 deposit is required for all new patient consultations when the appointment is scheduled. *A deposit is not required for Botox or Dysport services.*

No Show Policy & Cancellations

Our patients are the most important part of our practice. Appointments are reserved just for you and this time is also a potential appointment for someone else who may have wanted that particular time.

As a courtesy to our providers and to other patients, we ask that you provide our office with **a minimum of 24-hour notice should you need to cancel or reschedule your appointment.** If you reschedule, cancel or no show within 24 hours of the appointment time we reserve the right to withhold the deposit.

To help you avoid cancellation or no-show charges, we will send you email and text reminders. Please do not rely solely on our software to provide these reminders. If you do not receive our emails or texts, please make sure we have your correct email & cell phone details and that you have opted in to receive these messages. By booking any appointment, you automatically agree to this policy.

If you arrive at your appointment more than 15 minutes past the originally scheduled time, we may require you to reschedule to avoid impacting other client appointments.

Refunds

Refunds are not given on services rendered due to the nature of medical aesthetic treatments. Aesthetic results are variable from person to person and while we do our best to achieve the desired outcome it cannot always be guaranteed. Clients are responsible for further treatments needed to achieve further results.

Products

We do not offer refunds on products purchased. Products may be returned for in-spa credit within 30 days from the date of purchase when there is a documented adverse reaction to the product. Make sure you inspect your products upon purchase because defective products (i.e., a broken pump) may be exchanged within 7 days for the same product only.

Printed name _____

Signature _____ Date _____