



Radiance Appointment Policies

Arrival Time: Please arrive 15 minutes prior to your appointment to complete paperwork and get checked in so that your treatment can begin on time. We will do everything we can to accommodate late arrivals, however, if we do not have enough time to provide a quality treatment without impacting other patient appointments, we may need to cancel your appointment and reschedule. Late arrival cancellations will be charged a \$75 fee.

Changes, Cancellations, and No-Shows: All appointments must be secured with a credit card. A 24-hour notice is required for any appointment changes or cancellations. A cancellation fee of \$75 will be charged for any no shows and for any changes or cancellations made within 24 hours. Appointments that require advance deposits are subject to other specific cancellation policies listed below in the “Appointment Deposits” section. Any outstanding late fees on your account will need to be paid at the time of your next re-booking.

Appointment Deposits: Appointment deposits are required at the time of booking for services that require a large amount of time on our schedule. Appointment deposits are non-refundable and serve to reserve our medical staff and our equipment specifically for you and your treatment. Any changes or cancellations to these appointments without the required amount of notice will forfeit the deposit in its entirety. Appointments may be changed without penalty as long as the minimum amount of notice is provided, per the table below.

	<u>Non-Refundable Deposit Required</u>	<u>Min Change /Cancellation Notice Required</u>
Laser Liposuction	Payment in Full	2 weeks
Coolsculpting	Payment in Full	48 hours
Lasers and Vivace	Payment in Full	48 Hours
Permanent Makeup	Payment in Full	48 Hours
Juvederm	\$300 deposit	24 Hours

Payments: Payments must be made in full at the time services are rendered. We accept Cash, All Major Credit Cards, Checks with valid ID, and valid Gift Cards. We also accept Care Credit and GreenSky patient financing for patients who wish to finance their purchases. A returned check fee of \$35 will be charged for any returned checks.

Expiration: All service purchases expire 12 months after the date of purchase and are non-refundable and non-transferrable.

Refunds: All sales are final. This includes purchases of products and services as well as appointment deposits. If you no longer wish to use your appointment deposit towards the intended treatment, it will become a credit, good for 12 months from the date of purchase, for use towards other Medspa products or services.

Patient Consent: I hereby acknowledge that I understand and accept the polices above and that these policies will remain in effect for as long as I am a patient of Radiance Medspa, unless otherwise notified.

Patient Signature/Date _____ **Printed Name** _____