



Radiance Appointment Policies

Appointment Deposits: Appointment deposits are required at the time of booking services, **all appointments must be secured with a minimum \$75 deposit, unless listed below.** Appointment deposits are non-refundable and serve to reserve our medical staff and our equipment specifically for you and your treatment. Payment will be applied to the total balance on day of treatment. Any changes or cancellations to these appointments without the required amount of notice will forfeit the deposit in its entirety and maybe subject to additional fees. Appointments may be changed without penalty if the minimum amount of notice is provided, per the table below.

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 forfeit the appointment deposit.**

Changes, Cancellations, and No-Shows: All appointments must be secured with a deposit. The appointment deposit will be forfeited for any no shows and for any changes or cancellations made within 24 hours. Appointments that require payment in full prior to treatment are subject to other specific cancellation policies listed below in the "Appointment Details" section. Any outstanding late fees on your account will need to be paid at the time of your next re-booking.

| | <u>Non-Refundable Deposit Required</u> | <u>Min Change /Cancellation Notice Required</u> |
|---------------------|--|---|
| Coolsculpting | Payment in Full | 48 hours |
| Lasers, Vivace, CO2 | Payment in Full | 48 Hours |
| Juvederm Filler | \$75 Deposit | 48 Hours |
| Hair Restoration | \$75 Deposit | 48 Hours |
| Botox Cosmetic | \$75 deposit | 24 Hours |
| Facial Services | \$75 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 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 policies above are effective immediately and for the duration of time that I am a patient at Radiance Medspa.

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