

**POLICIES**  
**Southeastern Medicine Solutions, PLLC & Timeless Rejuvenation, LLC**

**Appointment Deposit for Spa Services**

At this time, we are taking a \$47.50 appointment deposit for all Spa Services. All Acne Club or Microcurrent Clubs - monthly payments are paid in full.

**LASER CLEARANCE & CONSULTATION DEPOSIT**

We request a \$50.00 deposit at the time of scheduling, in person or over the phone, for ALL Laser Clearance/Consultation's with our Medical Director, Dr. Hobbs or Laura Werner, NP.

All deposits will secure the patients' time and may be used towards an individual laser treatment or treatment package.

**A 24 hour notice of cancellation is required.** If the patient cancels the appointment the day of, or is a **NO SHOW**, to the scheduled Consultation, the deposit WILL NOT be able to be used towards future treatments. This ensures that both the patients' and practices time is respected and used appropriately.

**APPOINTMENT CANCELLATION POLICY**

We understand things come up and you may need to cancel an appointment. If this happens, we respectfully ask for at least **24 HOUR notice** prior to cancellation. Our technicians want to be available for all our clients' needs, but when one client misses a scheduled appointment, another loses an opportunity to be seen.

Any client who does not show up for their appointment without at least **24 HOUR notice** will be considered a **NO SHOW**. Clients who **NO SHOW** 2 or more times within 12 months may be dismissed from the practice.

\*All appointments missed or cancelled without at **least 24 HOUR notification** will lose their appointment deposit or if you have a pre-paid package you will lose one of your PD treatment appointments.

At Timeless Rejuvenation, we believe good client/technician relationships are based on good communication and understanding. We know unavoidable circumstances happen, and things may come up which cause you to cancel without **24 HOUR notice**. Fees may be waived in these instances, but only with approval by management. Any questions regarding rebooking fees should be directed to office management at **704-782-7546**.

**CHILDREN**

- **No unattended children/No unattended children** in the treatment room.
- All children under the age of 12 must be accompanied by a parent or guardian at all times, for safety reasons.
- **All clients must be 18 years or older.** Clients under 18 need to have a parent or guardian release for treatment.

**RETURN POLICY**

- All services and package sales are final.
- NO REFUNDS on services, packages, gift certificates or specials
- All product returns have a **5 DAY** window, with a receipt for the exchange or a product credit.
- GIFT CERTIFICATE sales will have no cash refunds.
- All gift certificates expire a year after the sale date. A gift certificate service fee of 20% of the amount or value of service will be applied to all expired gift certificates.

SIGN: \_\_\_\_\_

DATE: \_\_\_\_\_