



## Clinic Policies

At Aesthetica MedSpa, we attempt to function at the highest levels of professionalism for each and every patient. Internal quality control and customer satisfaction is very important to us. We hope that all patients will have a wonderful experience with all of our products and procedures. However, in the field of cosmetic dermatology, outcomes are sometimes not as the patient or the practitioner had hoped. Cosmetic procedures have individual and variable results. Initial \_\_\_\_\_

All packages are good for one year after date of purchase. Packages and pre-pays are non-transferable. Initial \_\_\_\_\_

Any patient that requires a sedative must arrange for transportation home prior to treatment. Initial \_\_\_\_\_

**AESTHETICA MEDSPA DOES NOT OFFER ANY REFUNDS FOR SERVICES RENDERED UNDER ANY CIRCUMSTANCES.** If you choose to discontinue treatment, pre-payments for unused services will be returned upon request, less any outstanding balance. A 20% cancellation fee applies on returns of all packages. Cancellation of all prepaid treatments requires a \$50 cancellation fee that will be automatically deducted from the return total.

Dr. David Sneed's time is very valuable and he rarely has same day openings in his schedule. Prepayment is required on all procedures performed by Dr. Sneed. If you cancel within 24 hours, there is absolutely no charge for the cancellation. However, we must collect the following charges for less than 24-hour cancellation notice:

Leg Vein (Asclera) \$100; Lipo, 1 area \$200; Lipo, 2 areas \$300; Threadlift (4) \$200; Threadlift (8) \$300

Most products sold at Aesthetica MedSpa are available only through a physician. They are powerful and have the ability to change your skin. Thus, you may at first find them irritating. This does not necessarily mean the product is too strong for you, but that you should try using it less often until your skin adapts to it. If you are uncertain whether you will like a product, ask for a sample to take with you. You can use the sample before opening your purchase, and exchange the unopened product if you are not pleased. Initial \_\_\_\_\_

**EXCEPT IN THE CASE OF A VERIFIABLE ALLERGIC REACTION, NO REFUNDS OR EXCHANGES ARE OFFERED FOR OPENED PRODUCTS. UNOPENED PRODUCTS MAY BE EXCHANGED WITHIN ONE MONTH OF THEIR PURCHASE BUT NO REFUNDS ARE AVAILABLE.** Initial \_\_\_\_\_

At Aesthetica MedSpa, we make every effort to be on time, and count on our patients to do the same. Like most physicians' office, we have a standard policy of charging \$75.00 for all missed appointments for which we were not given at least 24 hours notice. Missing an appointment without notification requires a \$75.00 payment prior to rebooking and adding a credit card on file to hold future appointments. Initial \_\_\_\_\_

You will be given a specific appointment time for all of your visits. If you need to apply lidocaine cream, take medication, change clothes, or prepare yourself in any other way, this should be done before your visit. We invite you to come up to 30 minutes before your scheduled appointment time to make these preparations. However, our schedule often prohibits us from waiting beyond your appointment time for medications to take effect.

**Aesthetica MedSpa has permission to contact you for appointment reminders and notification of specials and updates via telephone, text and email.** Initial \_\_\_\_\_

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_