

We have created the following policies to provide our clients with the best possible services and experiences. These policies are necessary to avoid expenses and valuable time for both the client and the spa professionals. As we strive to provide the absolute best result for all of our clients, we ask that you please read over the Spa Policies and understand that we must enforce them in order to achieve our stated goals.

Appointments:

Please contact us at 636-205-4070 to schedule an appointment. Please schedule your appointments in advance to ensure your preferred time is available. You must have a consult before any new procedures. Consults are \$50 and can go towards your procedure when booked within 2 weeks.

Payment:

Payment for your procedure must be received in full when you book your treatment, unless receiving financial aid, then a deposit will be required. Treatments cannot be booked without full payment or deposit. We accept debit, credit cards, cash and checks. If paying with check, you must book 10 days prior to your appointment date to ensure payment goes through. We do not take insurance and we do not offer in office financing. However, we do accept financing from Prosper Healthcare Lending and Care Credit.

** A \$40 fee will be assessed for any checks received for which there are insufficient funds and a check will not be accepted for any future services or products **

Prior to Your Scheduled Appointment:

Please read your pre- and post-instructions given to you at the time of scheduling your treatment. You can also find all pre and post instructions on our website at www.StiLipo.com. All Laser Hair Removal clients should arrive having shaved at least one day before the appointment. By doing this, there is a little hair that can be targeted by the laser for an effective treatment.

Clients receiving facial treatments: laser treatment, needling, Profound, CO₂RE, injection, special peels are asked to please arrive without any makeup if possible. We may cleanse your face one more time before treatment.

When Should I Arrive for My Appointment?

Please arrive 15 to 30 minutes prior to your scheduled appointment time to prepare for your treatment or procedure. Because we are a medical spa, you may need to update or complete required medical documents necessary prior to your treatment or procedure.

Please note that if you are scheduled for a laser treatment, needling, Profound, CO₂RE, injection, special peels, **it is imperative that you arrive 30 minutes prior to the scheduled time** so that your skin may be properly prepared for the treatment.

Late Arrivals:

Due to the nature of the treatments and procedures of our medical spa, each appointment is carefully scheduled for the proper amount of time required to complete the treatment or procedure. All appointments must begin and end on time in order to provide each patient with the optimal treatment. Therefore, if you arrive late, you may not be able to complete the full treatment scheduled. You will not be provided any credit or refund for any portion of the treatment that was unable to be completed due to your late arrival. For every 30 minutes you're late you will forfeit an additional \$25.

Cancellations & No Shows:

We understand that there will be times when you may need to cancel an appointment. If you are able to cancel your appointment 24 hours in advance there will be no fee. **Please call 636-205-4070 to cancel an appointment.** If you are cancelling at least 24 hours in advance but it is after Spa hours, please leave your information with our answering service.

If you cancel less than 24 hours in advance we unfortunately must still compensate our staff for their time. Your business is very important to us but we hope you can understand that our highly skilled expert staff have reserved that time for you and have turned others away who could have filled your appointment time. Therefore, you will forfeit your full payment. If you are simply a “No Show”, meaning you do not call to inform the staff that you cannot make your appointment, you will forfeit full payment.

Gift Cards:

What a Great Way to Show Someone You Care!

Gift cards can be purchased in any denomination and used for all services in our medical spa. Gift cards however, are non-refundable.

Gratuities:

It is not customary to give any kind of monetary tip to your service provider for medical services. However, for all non-medical services performed, a gratuity of 15%-20% is customary, but not required. If you care to leave a tip for your service provider, envelopes are available at the receptionist’s desk and only cash can be accepted.

The best tip we can receive from a patient or client is your repeat business, your referral to friends and family, and a review on Real Self, Yelp, Facebook, and Google Business!

Product Returns:

We love our products and hope you do too! However, sometimes our skin doesn’t agree and we understand. If your skin is unhappy with a product we would love to offer an exchange or gift card credit for the original purchased amount. Gift card credit you may use on another product or a treatment. If you prefer to just return your purchase for a refund, head to our front desk and fill out a return form with our assistant. You will receive a full refund in the currency you originally purchased in. Cash will not be refunded for credit card purchases. ****All returns, exchanges, and gift card credits must be done within 60 days from your original purchase with your receipt and original packaging**** Returns, exchanges, and gift card credits attempted after 60 days of the original purchase date, without your receipt, and original packaging will **not** be accepted.

Cell Phones, Children 12 years of age and younger and Pets:

To create a relaxing spa environment for all of our clients, free from extraneous noise and disruption, we do not allow cell phones (we have lockers for personal belongings), children 12 and under or pets of any type or size in the spa. Naturally, Service Pets are an exception to this policy.

In the event that you arrive for your appointment with a child under 12 years of age who is unsupervised or a pet, we will unfortunately have to cancel your appointment and it will be treated financially as a **No Show**.

****** All Find A Better You Policies, Prices and Services are subject to change without notice ******

****** All product returns must follow the above return policy ******

****** All sales of services are final ******

I have read and understand the Find A Better You Policies set forth in this document and agree to abide with its content.

Name (Printed): _____

Signature: _____

Date _____