



CLINIC POLICIES

Arrival

Please arrive no earlier than 5 minutes to your appointment- we'd rather you arrive 5 minutes late, than 15-45 minutes early. Appointments are usually scheduled back to back, and each minute is accounted for; arriving early does not guarantee we may see you earlier than your scheduled time.

No Additional Guest

Per government guidelines and clinic policies no additional guests are permitted in the clinic. Your guest will have to return upon completion of our appointment.

Illness

I kindly ask & require all clients to be honest about their recent & current health standing over the last 2-3 weeks. If for ANY reason you have been feeling under the weather; including but not limited to symptoms of a cold, flu, runny nose, sore throat, body aches, nausea, allergies or anything else (whether diagnosed or not) I ask that you inform me so that we may reschedule your appointment. All appointments can be rescheduled. If you arrive and I suspect flu like symptoms, I will refuse service.

Lateness & No Shows

Understand that each appointment has a prescribed amount of time needed to: properly setup, perform a procedure, and fully break-down to disinfect & sanitize; each minute is needed and accounted for. Therefore, please you give yourself enough driving time to arrive promptly to your appointment. If you are late 12+ mins, your appointment will be rescheduled, and deposit forfeited. No call/no shows automatically forfeit all deposits paid, and will no longer be able to book future services.

Non-Adherence to Pre-Care Instructions

It is mandatory for you to read both Pre & Post Care Instructions to familiarize yourself with things to avoid before/after your appointment. If you arrive to your appointment with tanned skin, a pimple or irritated skin, pregnant, having consumed alcohol within the 48 hours prior, recent vaccinations, or recent blood thinning medications or medications not disclosed prior or an upcoming sunny vacation (that we didn't discuss) your appointment will be cancelled, and deposit forfeited. No Exceptions!!

Appointment Confirmation

One week prior to your scheduled appointment, a confirmation text will be delivered to the mobile number on record- you must simply click "Confirm Appointment" and the appointment is confirmed. Only 1-2 additional confirmation texts will be resent; failure to confirm an appointment within the times requested will cause a cancellation - and the next client on the waitlist will be contacted to fill the spot.