

# Allura Policies

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## **Cancellation Policy**

We understand unexpected complications and illnesses arise, however, a reservation is a promise between one of our experienced providers and the client. With the time constraints of our providers, ample notice is required for rescheduling appointments. A \$100 deposit is required when an appointment is scheduled for the following treatments: Thermage, Permanent Make-up, CO2 DOT Therapy and Fraxel treatments. The deposit is applied directly to the procedure's completed cost. A cancelled, missed or rescheduled appointment within 48 hours of the allotted time results in a forfeiture of the deposit. If a prepaid package appointment is cancelled, missed or rescheduled inside of 48 hours, \$100 will be deducted from the account. Arriving more than fifteen (15+) minutes late may result in cancellation of appointment."

## **Return Policy**

Service packages and pre-paid treatments are not subject to refunds. Package prices and pre-paid treatments are good for 6 months after date of purchase unless otherwise specified. If for some reason you are not satisfied with an un-rendered, pre-paid service, the remaining balance can be used towards other services at Allura.

In the event that you are not satisfied with a skin care product or unable to use a skin care product, it can be returned (unopened) for a refund within 14 days from date of purchase. In the event that the product is opened and a client is not satisfied with the performance of the skin care product or unable to continue using the product, it can be returned for a clinic credit within 28 days of purchase to be used towards other purchases.

## **Check-in**

Please arrive 15 minutes prior to your scheduled appointment time. This will allow us to get you checked in and confirm any important information. Arriving late may interrupt your service and the services of those who follow after you. To keep the serenity of the clinic, we ask that you refrain from using your cell phone.

## **Privacy Policy**

Allura takes privacy seriously. We ensure that the staff at Allura will not discuss client treatments with any other clients. In order to ensure your full privacy, our staff may periodically ask you to verify specific information such as birthdate, phone number or address.

## **Gratuities**

The best tip we can receive is your repeat business and referrals. However, if you are exceptionally happy with the service you received during your visit, our providers do accept tips.