



NOWAK AESTHETICS

Policies and Procedures

Appointment Deposits: Appointments require deposits at the time of booking services. **Appointments must be secured with a minimum 25% deposit, unless listed below.** Appointment deposits are non-refundable and serve to reserve our medical staff and equipment specifically for you and your treatment. Any changes or cancellations to these appointments without the required amount of notice will forfeit the deposit in its entirety. Appointments may be changed without penalty if the minimum amount of notice is provided, as described below.

Arrival Time: Please arrive 15 minutes prior to your appointment to complete paperwork and get checked in so that your treatment can begin on time. We will do everything we can to accommodate late arrivals, however, if we do not have enough time to provide quality treatment without impacting other patient appointments, we may need to cancel your appointment and reschedule. **Late arrival cancellations will forfeit the appointment deposit.**

Changes, Cancellations, and No-Shows: **All treatment appointments must be secured with a deposit. The appointment deposit will be forfeited as a result of any no shows as well as any changes or cancellations made within 24 hours.** Appointments that require payment in full prior to treatment are subject to other specific cancellation policies. Appointments that are scheduled with a treatment time of **less than one hour, a minimum 48-hour notice** is required to cancel and/or reschedule. Appointments that are scheduled with a treatment time **greater than one hour, a minimum 72-hour notice** is required to cancel and/or reschedule. If this notice is not provided you will be subject to a fee of 50% of the total treatment's value. Any outstanding late fees on your account will need to be paid at the time of your next re-booking.

Payments: Payments must be made in full at the time services are rendered. We accept Cash, All Major Credit Cards, Apple Pay, Care Credit Financing, Patient Fi Financing, and valid Nowak Aesthetics Gift Cards.

Expiration: All service purchases expire **12 months** after the date of purchase and are non-refundable and non-transferrable. All products must be picked up within 14 days after payment or they expire. Any promotional items (**Free** products included in any bundle) are final sale. All monthly promotions are final sale and **Free** procedures must be rendered within **3 months** of promotion purchase date.

Refunds: All sales are final. This includes purchases of products and services as well as appointment deposits. If you no longer wish to use your appointment deposit towards the intended treatment, it will become a credit, good for 12 months from the date of purchase, for use towards other products and services.

Patient Consent: I hereby acknowledge that I understand and accept the policies above are effective immediately and for the duration of time that I am a patient at Nowak Aesthetics.

Patient Signature/Date _____ **Printed Name** _____