



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. Deposits are applied toward the scheduled treatment at the time of service. Late cancellations, late reschedules, or no-shows may result in forfeiture of the deposit and/or additional fees as outlined below. Appointments may be changed or cancelled without penalty if the required cancellation notice is provided.

Arrival Time: Please arrive **10 minutes prior** to your scheduled appointment to allow time for check-in and any required paperwork so your treatment may begin on time.

We will do our best to accommodate late arrivals; however, if there is not sufficient time to safely and appropriately complete your treatment without impacting other scheduled patients, your appointment may need to be shortened or rescheduled. Arriving beyond the applicable grace period may result in cancellation or rescheduling, and applicable cancellation or no-show fees may apply.

Changes, Cancellations, and No-Shows: Most appointments require a minimum 48-hour notice to cancel or reschedule. Late cancellations or reschedules within this window are subject to a fee equal to 25% of the scheduled treatment cost. Failure to arrive for a scheduled appointment without notice will result in a no-show fee equal to 50% of the scheduled treatment cost. Ultherapy and AwakeLipo appointments require a minimum 72-hour cancellation notice due to extended scheduling and preparation requirements. Late cancellations are subject to a 25% fee, and no-shows are subject to a 50% fee, plus additional fees listed in your procedure booking form. Consultations and follow-up appointments require 48-hour notice to cancel or reschedule. Late cancellations or no-shows for these appointments are subject to a \$50 fee. Any outstanding cancellation or no-show fees must be paid prior to rebooking future appointments.

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, Cherry 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-transferable. 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** _____