

SKIN MediSpa Cancellation Policy

We are aware that client schedules can change to meet the needs of work, family and personal circumstances and that sometimes, these changes occur with little notice.

When you schedule an appointment, multiple resources are reserved for your treatment or consultation to ensure that you enjoy an exceptional experience during your preferred time. These reserved resources include one or more highly trained SKIN MediSpa Skin Specialists, a room and multiple technologies housed within that room, all of which are made unavailable for other clients to enjoy once reserved.

Please consider the costs of the multiple resources reserved for our valued patients' appointments and the resulting need to strictly enforce our cancellation policy. Thank you for respecting our policy as detailed below.

CANCELLED AND RE-SCHEDULED APPOINTMENTS:

Proper notice during regular business hours must be provided. Sundays are not considered business days and are not eligible to be included in the proper notice periods. A cancellation notification sent via text or email will not be considered as received unless a confirmation of cancellation is received from SKIN MediSpa staff,

- Appointments booked for **1 hour or less**: Proper notice for cancellation or rescheduling is a minimum of **24 hours** before the scheduled appointment. A cancellation fee of **\$25.00 plus HST** will apply to those appointments cancelled without proper notice.
- Appointments booked for **more than 1 hour**: Proper notice for cancellation or rescheduling is a minimum of **24 hours**. A cancellation fee of **\$50.00 plus HST** will apply to those appointments cancelled without proper notice.

IMPORTANT: All cancellation fees need to be paid prior to rebooking.

ARRIVING LATE FOR AN APPOINTMENT:

- Please try to arrive 10 minutes prior to your appointment or consultation to allow you to complete the required information.
- Although we will do our best to accommodate you, arriving late for your appointment may result in your appointment time being reduced or you may be required to rebook for another day. If the appointment needs to be rescheduled due to a late arrival or missed appointment, your account will be charged the corresponding cancellation fee:
 - Non-refundable fee of **\$25 plus HST** for those appointments scheduled for 1 hour or less, and **\$50 plus HST** for those appointments scheduled for more than 1 hour.

Deposit, Payment and Refund Policy

Services requiring more than 90 minutes require a **\$75 deposit** collected with a VISA or MASTERCARD number in order to be scheduled. Should a service be cancelled without proper notice, this deposit is non-refundable and not eligible to be used towards services. We place the utmost importance on confidentiality and privacy. As such, we do not retain credit card information on our patient files when collecting deposits and processing payments.

Inclement Weather

SKIN MediSpa will waive cancellation charges in the event of inclement weather, which will be assessed by official school bus cancellations, either in the Sudbury region or in the client's area of residence for out-of-town patients.

Clients Missing More Than 1 Appointment

Clients missing 2 consecutive appointments will be required to provide full pre-payment of their next appointment, which will be non-refundable in order to secure the next appointment. After 3 prepaid appointments, the client's account will return to regular status.