

SOLARA POLICIES

CANCELLATIONS / NO-SHOWS:

To confirm your desired appointment, a \$50.00 deposit fee is required at the time of booking for all appointments to guarantee your reservation. Your appointment is reserved exclusively for you. If the appointment is kept, the deposit is applied as credit for future appointments/procedures. Should you need to reschedule or cancel your appointment, please **notify us 48 hours in advance**. All services missed or canceled with less than 48 hours notice or 'no-shows' will forfeit their \$50 non-refundable deposit or cancellation fee. If you can not make your appointment you must call the front desk at Solara at 907-562-0951 and talk with the receptionist or leave a voicemail at least 48 hours prior to your scheduled appointment. Cancellations through social media platforms will not be accepted.

When a patient does not show up for a scheduled appointment, another patient loses the opportunity to be seen. We like to offer the time slot to a client on our waiting list or patients calling in about openings, but without notice of cancellation, we are unable to fill these appointments for our patients and our providers.

We understand situations arise when you may need to cancel your appointment and we appreciate advance notice when that happens.

CONSULTATION FEE:

A **non-refundable \$50 consultation fee** is required to book a consultation. Any changes or cancellations to the appointment without the required amount of notice will forfeit the deposit. If you need to reschedule or cancel your appointment and have done so with the proper amount of notice (prior to the **48 hours of your appointment date**) the consultation fee will be credited on your file for 12 months. If you schedule outside of the 12 months, a new deposit will be required to book. As a special discount, we will use your consultation fee as a credit towards a service if it is booked on the same day as your consultation. If you choose to not move forward with scheduling a treatment that day, the fee will be used and there will be no credit. You will then need to pay a \$50 appointment deposit to schedule your next appointment.

APPOINTMENT DEPOSIT:

All appointments require a **non-refundable \$50 deposit at the time of booking** which will be applied to the services rendered. Appointment deposits are nonrefundable and serve to reserve our staff and our equipment specifically for you and your treatment. Any changes or cancellations to these appointments without the required amount of notice will forfeit the deposit. If you need to reschedule or cancel your appointment and have done so with the proper amount of notice (prior to the **48 hours of your appointment date**) the deposit will be credited on your file for 12 months. If you schedule outside of the 12 months, a new deposit will be required to book.

APPOINTMENT REMINDER POLICY:

As a courtesy to our clients, we will send you a text message reminder 24 hours prior to the scheduled service. If you choose not to provide us with your cell phone number, we are unable to offer you a reminder. Should the appointment reminder system fail for any reason and you do not receive an appointment reminder, it is still your responsibility to manage your appointment and adhere to the cancellation policy.

ARRIVAL:

We suggest **arriving 5-10 minutes prior to your appointment time** to allow enough time to complete paperwork or answer questions about your service that you may have. We understand that issues may arise that may cause you to be late for your appointment. However, we ask that you call to inform us if that ever occurs, so we can do our best to accommodate you. Appointment times are reserved for each client, so oftentimes we cannot exceed that reserved time in order to be timely for the next patient. If you **arrive more than 10 minutes late** (or more than 5 minutes late for Botox/Dysport services), we will do our best to accommodate you. However, it may be necessary to reschedule your appointment. In such cases, the cancellation policy will apply.

SINGLE TREATMENT POLICY:

A \$50 non-refundable deposit is required to book a treatment.

1. Your **FIRST cancellation** within 48 hours or no-show will result in you forfeiting your \$50 deposit. You will need to pay a new deposit to book another appointment.
2. Your **SECOND cancellation** within 48 hours or no-show will result in you forfeiting your \$50 deposit. You will need to pay a new deposit to book another appointment.

3. Your **THIRD cancellation** within 48 hours or no-show will result in you forfeiting your \$50 deposit. You will be required to pay the treatment service in full as a deposit prior to being able to schedule an appointment.
4. Your **FOURTH cancellation** within 48 hours or no-show will result in the full treatment deposit being forfeited, and you will have to pay the treatment service in full prior to being able to reschedule future appointments and may lose the ability to book appointments with us for one full year.

PREPAID SERVICES AND PACKAGE POLICY:

Packages have special discounting, therefore becoming more of a loss for the business and providers when you cancel or no-show to your appointment.

1. Your **FIRST cancellation** within 48 hours or no-show will result in you needing to pay a \$50 non-refundable fee to book another appointment (your fee will not be applied as a credit), or you may choose to forfeit a prepaid treatment.
2. Your **SECOND cancellation**, and all others after, within 48 hours or no-show will result in you forfeiting a prepaid service in the package per missed treatment.

REFUND POLICY

Solara does understand that emergencies arise, however, when purchasing a treatment or treatment package, we enforce a **NO REFUND POLICY**, with *no exceptions*. All sales are final. This includes purchases of products and services, as well as appointment deposits, and consultation fees. 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 Medspa products or services at Solara. All services, treatments and products purchased are non-refundable and non-transferable.

TREATMENT OUTCOMES:

Our experienced staff at Solara are committed to serving you in the best way that we can. We will be honest in all our dealings with you. Aesthetics is not an exact science and how you may respond to a given treatment will vary from person to person. While it is virtually impossible to predict results, we always strive to achieve the absolute best result that we can do for you. Payments made for services are for treatments to be performed — not for a specific result.

CHILDREN POLICY:

We love kids here at Solara Skin + Laser, however, we kindly ask that you make childcare arrangements prior to your appointment. We want to ensure the safety of your children, our patients, and our staff while maintaining a safe and relaxed environment for all our patients.

PREPAID TREATMENTS/ PACKAGE STORE CREDIT

If you do not complete a package and are requesting an in-store credit for any reason, you will not get the discounted package pricing and will be charged full price for each treatment used, and given store credit for any of the unused treatments.

Packages will *expire in 12 months from the date of purchase* and if any treatments included in the package are not used by this date, they will be voided and removed from the account. If transferring unused treatments to another service, or in-store credit, the expiration date will remain the same.

Thank you for allowing us to serve you. We look forward to seeing you at Solara Skin + Laser.

Print: _____

Date: _____

Signature: _____