



At North44 Medspa we pride ourselves in offering the best care and service to all of our clients. To help ensure that your time with us is as rewarding and pleasurable as possible please make yourself aware of our policies and procedures described below.

Appointment Etiquette:

Please arrive 10 minutes prior to your first scheduled appointment. This will allow enough time to check in and fill out necessary forms. Please also respect others by keeping your cell phones either off or on vibrate and conversations kept to a quiet minimum.

Know that you may be silent or quietly talkative during your treatment.

Respect that the room must be prepared and used for the next client; so know that you must vacate the treatment room upon completion of service within a reasonable amount of time.

As much as we love children they are unfortunately not able to come into the medspa unless they are receiving treatments. This is due to the equipment and products present. Please arrange for childcare prior to your appointment. In the event that prior childcare was not arranged the result will be cancellation of the service and a cancellation charge. We appreciate your understanding in helping provide a safe and relaxing environment for everyone.

Appointment Cancellations, No-Show and Refund Policies:

North44 Medspa has invested a great deal into having the most advanced technologies and highly skilled medical professionals who are scheduled to serve you based on the appointments you make. It is important to allow yourself at least 24 hours whenever you find it necessary to change or cancel appointments. If this is not done, we reserve the right to charge a cancellation fee, which may vary, based on the service you were scheduled for. This could also result in the loss of the service you were scheduled for.

Should you arrive to your appointment late, we may have to reschedule you, depending on the treatment you are scheduled to receive and you could also face a fee or the loss of that service. Any late arrivals will be treated for the left over duration of the booked appointment time. We regret that late arrivals will not receive an extension of scheduled service times and will be responsible for full service fees, as a courtesy to our staff.

We strive to make friendly reminder calls 24 hours prior to your appointment, however, it is your responsibility to make your appointment on time, as scheduled. It is important to call if you are unable to make your appointment. We require a minimum of 24 hours notice for all appointment cancellations. If you fail to show up for your appointment this amounts to considerable lost revenue, which in turn will result in future price increases.

There will be no refunds for services already provided. There will be no refunds on services or series already purchased. North44 Medspa does, however, have an exchange policy that gives you options in case the need arises. Should you wish to discontinue your treatment in the midst of a series, credit for the pro rata share of unused treatments at the discounted package price may be extended) the treatments that have already been provided will be charged at current single treatment price to calculate the credit) and this may be used to purchase other treatments, not products, offered by North44 Medspa. Cancellation policy applies to all series clients.

If you are the recipient of a gift certificate, please present prior to services. Gift certificates may not be transferred or exchanged for other services or treatments. North44 Medspa will not be accountable for lost or stolen gift certificates.

All of the professional products we offer are non-refundable when opened. We make every effort to offer samples when available to make sure you are happy with them prior to purchase. If you have a defective product we will gladly exchange it for you at no cost.

Payment Options:

We kindly accept payment in the following forms. Visa, MasterCard, American Express, Discover, cash, check (local only) and financing when approved. Return check fee is \$25.

Gratuities and Tipping:

Gratuities are not included or expected. You may consider tipping your service provider the same as if you were to at any other place of business where the service you received surpassed your expectations.

Service Availability and Pricing:

Availability and prices are subject to change without notice.

North44 Medspa reserves the right to refuse service to anyone.

**Our clients are extremely important to us. It is not our intention to offend anyone.
Thank you in advance for your cooperation!**