

# Business Policies

At Halo Esthetics I am committed to providing you with an excellent experience every time you visit my skincare practice. To ensure your experience is as stress-free and seamless as possible, please take a look at my business policies highlighted below. If you have any questions or concerns, feel free to call or email me today. I look forward to serving you soon!

## My Skincare Practice Policies:

My services are by appointment only. To request an appointment, [click here](#) or [here](#), or you can call us at [\(720\) 219-8585](tel:7202198585). Your appointment is reserving time on my calendar and prevents another patient from doing the same. I appreciate your business and thank you for respecting my time. I understand that unanticipated events happen occasionally in everyone's life. In my desire to be effective and fair to all patients, the following policies are honored:

**24-hour advance notice is required when cancelling an appointment, as this allows the opportunity for someone else to schedule an appointment.** If you are unable to give a 24-hours advance notice, you will be charged a \$50 fee. This amount must be paid on the day of your cancellation.

**Rescheduling Policy:** Due to the length of time that many of my appointments require, I ask that you plan ahead carefully when scheduling an appointment with me. **24-hour advance notice** is required when rescheduling an appointment. This allows the opportunity for someone else to schedule an appointment. If the same appointment is rescheduled more than **twice**, you will be charged a \$50 fee that must be paid prior to your next scheduled appointment.

**No-shows:** If you forget or consciously choose to forgo your appointment for whatever reason, it will be considered a "no-show" and you will be charged for your "missed" appointment as per the cancellation statement above.

**Late arrivals:** If you arrive late, your session may be shortened in order to accommodate other patients whose appointments follow yours. Depending upon how late you arrive, your practitioner will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the "full" appointment. Out of respect and consideration for your practitioner and other patients, please plan accordingly and be on time.

**Prepaid Services/Packages/FSA memberships/Gift Certificates:** Treatment packages and all prepaid services are non-refundable. Furthermore, prepaid services must be used within 365 days of purchase date; if you don't utilize a prepaid service to its fullest extent, its benefits will expire. Funds of an expired package, or funds received in advance for services, will **not** remain available for application to future purchases if prepaid services have **not** been used within 365 days of purchase date. However, if by chance you purchase a prepaid package and/or service and have decided that you would like to forego the remaining session(s), then you will be able to apply the existing funds of said package/service to a different package/service that is more to your liking.

**Professional products:** Product purchases are non-refundable. Thorough consultation is provided prior to purchase to ensure detailed understanding of ingredients and proper use of your products for home care.

**I understand the above information, and I agree to honor the Business Policies of Halo Esthetics. I understand that these policies are put in place out of the respect and consideration for your practitioner and other patients, as well as for yourself—providing you with an excellent experience every time you visit my skincare practice.**

I hereby give my consent & authorization of the above business policies, and I voluntarily release **Halo Esthetics, LLC** to implement these policies if the applicable circumstances arise.

Signature \_\_\_\_\_

Date \_\_\_\_\_