

## Eros Beauty & Wellness Policies

### **Arrival Times**

Please arrive 15 minutes prior to your appointment to complete paperwork and get checked in so that your treatment can begin on time. If you need numbing cream, please arrive 30 minutes prior to your appointment. We will do everything we can to accommodate late arrivals, however, if we do not have enough time to provide a quality treatment without impacting other patient appointments, we may need to cancel your appointment and reschedule. **Late arrival cancellations will be charged \$50.**

### **Appointment Deposits**

Appointments require a credit card to hold the booking. EBW reserves the right to implement appointment deposits during high volume seasons. Any changes or cancellations to these appointments without the required amount of notice will be charged \$50. Appointments may be changed without penalty if the minimum amount of notice is provided, as per the table below.

### **Changes, Cancellations, and No Shows**

**All appointments must be secured with a credit card.** No shows or cancellations within 24 hours will be charged \$50. Appointments that require partial payment prior to treatment are subject to other specific cancellation policies listed below in the “Appointment Details” section. Any outstanding late fees on your account will need to be paid at the time of your next re-booking.

| SERVICE                                   | Non-refundable Deposit Required    | Minimum Change/Cancellation Notice Required |
|---|------------------------------------|---|
| IPL<br>SculpSure<br>Elite Plus<br>Ulthera | 1/2 of cost due at time of booking | 48 hour notice                              |

## **Payments**

Payments must be made in full at the time services are rendered. We accept Cash, All Major Credit Cards, and valid Gift Cards. We also accept Care Credit patient financing for patients who wish to finance their purchases.

## **Expirations**

All service purchases expire 12 months after the date of purchase and are non-refundable and non-transferrable.

## **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 Medspa products or services.

Our prices are subject to change without notice.

Please sign below to confirm you have read and understand the above:

\_\_\_\_\_

Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date