

Spa Policies & Etiquette Guide

At Koru Wellness Aesthetics, our goal is to provide a relaxing environment where our talented trained professionals can provide the highest levels of service in promoting the health and well-being of our patients. As every patient is an individual and even individual skin conditions can change frequently, we tailor every treatment to an individual's needs at their visit. Please acquaint yourself with our Spa Policies & Etiquette Guide as an introduction to our practice as they allow us to provide the highest standard of service to you. Scheduling an appointment signifies your acceptance of the following policies.

Reservations:

To ensure availability for your desired appointment time, we recommend scheduling appointments as far in advance as possible. To guarantee your reservation, a valid major credit card is required at the time of booking. A Gift Certificate may also be used to hold your appointment. We hold this information as part of our cancellation policies, outlined below, and only make the necessary charges to your account on the date of your scheduled service. As a courtesy to our patients, we attempt to remind patients of appointments by phone/email/text 48 hours in advance. If you choose not to provide your contact information, you will not receive 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.

Please notify the patient concierge of any allergies or sensitivities to aromas or ingredients when you schedule your appointment.

When you schedule an appointment with us, you are agreeing to the policies outlined in our Spa Policy & Etiquette Guide, including our cancellation policy. All services require a valid credit card or gift certificate to guarantee the reservation, so please have your credit card and/or gift certificate ready when booking. You will not be billed unless there is a cancellation or no-show. Upon checkout, patients may choose their method of payment as outlined below.

For future appointments, we recommend scheduling your next service prior to leaving the spa.

Cancellation Policies and Fees:

Your spa treatment time is reserved for you. However, we understand that you may have to occasionally cancel an appointment with us. We value your business and request that you respect the spa's scheduling policies as outlined here.

As a courtesy to our patients and staff, it is company policy for all patients to give **at least** 24 hours notice of cancellation by phone. Any cancellations given with less than 24 hours advance notice are subject to the cancellation fee amounting to the full cost of the service.

Patients who miss their appointments without giving any prior notification will be charged in full for the scheduled service.

We recognize that the time of our clients and staff is valuable and have implemented this policy for this reason. This courtesy enables us to compensate our employees for their time and maintains a higher availability of our time for you as well as others. When you miss an appointment with us, we not only lose your business, but also the potential business of other patients who could have scheduled an appointment for the same time. Additionally, at times our staff functions on an "on call" status and may have travelled to the spa specifically for your treatment. For these reasons, we are obligated to compensate our staff for their time as well as make up for lost revenue.

If unforeseen circumstances require Koru Wellness Aesthetics to cancel or reschedule your appointment with less than 24 hours notice, any cancellation fees will be waived.

First Visit:

To allow ample time to check in and complete the initial paperwork, please arrive at least 15 minutes prior to your scheduled appointment. Many of the practice's forms are also available on the website for you to fill out at your leisure prior to your appointment.

Check In:

To achieve a peaceful state of mind prior to your treatment, we request that you arrive at least 5 minutes prior to your scheduled appointment time if you are a repeat patient. Of course, beyond this check in policy, we encourage all patients to make full use of our complimentary tea, espresso, and artisanal fruit waters available in our relaxation area.

Late Arrival:

Your punctuality is greatly appreciated so that we are able to dedicate the appropriate amount of time to your care. If you are late for a scheduled appointment, we will make every effort to accommodate your full appointment while avoiding delays of the scheduled appointments of other patients. Our company policy offers two options: 1) You may opt to shorten your treatment to within the remainder of your appointment time. We regret that late arrivals will not receive an extension of scheduled service times. Abbreviated treatments are charged at full value, so please plan accordingly. 2) You may prefer to reschedule your appointment at a more convenient time, however, a cancellation charge will be incurred.

If possible, a missed appointment may be rescheduled within the same day to avoid a charge, if an opening is available.

Safety:

Your comfort and well-being are of paramount importance to us. Prior to your service, please inform us of any medical conditions including pregnancy, injuries, allergies, high

blood pressure, sun/tanning bed exposure, ailments, disabilities, or illness. Our professionals will review these as well with you to help customize your treatment for your maximum benefit. *Please note that our facility is not completely wheelchair accessible.*

Personal Belongings:

Please leave all jewelry and valuable items at home. Personal belongings are the full responsibility of the patient and should be kept within your possession at all times. Koru Wellness Aesthetics and its affiliates are not responsible for lost, misplaced, or damaged items.

Group Bookings:

Due to the cozy nature of our medical spa, group bookings must be scheduled in advance for parties of 3 or more. Please contact our Patient Concierge for group booking policies and availability.

Spa Environment:

To provide a tranquil environment for relaxation, we kindly ask you to turn off/silence your mobile phones and other electronic devices during each visit to the spa. We also request that all guests consider the volume level of their conversations to maintain a serene atmosphere.

For safety reasons, the maximum occupancy for each treatment room is 2 people. Anyone accompanying you to your medical spa services is welcome to wait in the reception area or by the front desk.

For the health and safety of our clients and staff, smoking is not permitted in our facility.

Due to the nature of our treatments and medical nature of our facility, pets are not allowed in the treatment rooms or relaxation area. Service animals are welcome to accompany patients to the treatment rooms.

While we love children, our environment is not conducive to babies and children under the age of 12, so please make appropriate arrangements prior to your visit. For safety reasons, all those under 18 years of age are not permitted in the treatment rooms unless undergoing a treatment with written parental permission, and must be supervised by an accompanying adult at all times. Patients arriving with children or pets will be rescheduled and charged the late rescheduling fee.

Prices and Services:

Although we make every effort to keep our website and spa menu updated with our most current information, please note that prices, services, and products are subject to change at any time without notice. We encourage all patients to inquire about pricing and available services when booking your appointment.

Payments:

Our medical spa is limited to elective aesthetic medicine and thus we do not bill insurance. Payment for all individual treatments is due on the day of treatment unless other arrangements are discussed. All packages must be paid in full prior to the time of first treatment. All prices are subject to change without notice.

We offer financing plans through United Medical Credit and The Best Medical Solutions Barclay Card – please see the page on Financing. We do not accept personal checks. We conveniently accept cash, cashier's checks, Koru Wellness Aesthetics Gift Certificates, Visa, Mastercard, Discover, and American Express.

Gift Certificates:

Gift Certificates are available in any amount and may be used toward any service or product offered at Koru Wellness Aesthetics (some restrictions may apply). Unfortunately, we are unable to process any returns or reimburse any payment transactions on gift certificates even if lost, misplaced, or stolen. Gift Certificates are not redeemable for cash. Gift Certificates expire 1 year after purchase. Please mention your gift certificate when making your appointment.

Gratuity:

Gratuity is not customary for medical services performed by physicians or nurses. Gratuities for spa services are optional. Gratuities may be given to the aesthetician directly in the form of cash or check. Credit cards are not accepted for gratuities.

Spa Promotions:

Spa promotions and specials cannot be used in combination with any other offer, promotions, or third party gift certificates without the express approval of the Medical Director. When presented with more than one discount opportunity, we will automatically give patients the discount of greater value at the time of purchase.

Refunds/Returns:

All services are final sale. We do not offer refunds on services rendered, even if you are disappointed with the result or outcome. We do not offer cash refunds on purchased products. Products may be returned for in-store credit within 14 days from the date of purchase with a receipt when there is a documented allergic reaction to the product. Defective products (e.g. a broken cap) may be exchanged within 14 days of purchase for the same product only, with a receipt. In accordance with federal law, we do not offer refunds or exchanges on prescription products for any reason.

Series of Treatments:

We are unable to process returns or reimburse any payment transaction on any medical spa treatment series that are purchased. We will, however, exchange them for other products or spa credit of equal value. Remaining pro-rated balances will not include the price of promotional treatments in the package. All packages and pre-paid treatments (except laser hair removal) must be used within 1 year of purchase or they will expire. Laser hair removal packages must be used within 18 months of date of purchase or they will expire.

Revisional Treatment or Treatment of Complications:

The practice of medicine and medical aesthetics is not an exact science. Although good results are anticipated, there can be no guarantee, expressed or implied, by anyone as to the actual results you may achieve. We will always strive to achieve the absolute best result that we can for you. Occasionally additional treatments and/or treatment for problems or complications may be required. These could result in additional charges for which you may be responsible. Your insurance, if you have it, may or may not cover the expenses related to actual complications or other medically-related problems arising out of treatment at Koru Wellness Aesthetics.

Practice-Patient Relationship:

Patients under 18 years old must present written permission from their parents or guardian prior to their first spa service.

We love having you as a patient, but we do reserve the right to refuse service to anyone at any time, for any reason. Your provider may terminate the service, without refund, if inappropriate language or actions occur.

Full Informed Disclosure:

Our policy at Koru Wellness Aesthetics is for you to love the results you achieve. At every consultation and prior to each treatment, we always endeavor to ensure that you understand the full risks, benefits and alternatives associated with each treatment. Please be assured that our team will only recommend treatments and products that will benefit you specifically and which are medically appropriate for you. If you have any questions at any time, please ask as we are here to help you!

Privacy Policy:

Koru Wellness Aesthetics respects your privacy and is committed to protecting and securely managing all of the personal information you choose to share with us. During your online visit, you may be required to share personally identifiable information, such as your first and last name, physical address, telephone number, and/or email address. Koru Wellness Aesthetics collects this information in order to facilitate the delivery of services and/or completion of an order. Koru Wellness Aesthetics will never sell, share, or rent your personally identifiable information to third parties in ways different from what is disclosed in this statement.

