

Skincare Policies

Cancellation Policy

I operate on a simple principle – your time is valuable and so is mine.

You are required to schedule an appointment and have a credit or debit card on file to do so. 48-hour advance notice is required when cancelling an appointment. If you are unable to provide 48-hour advance notice, the card on file will be charged a \$50 cancellation fee per hour for the total time of the scheduled appointment/consultation (not just the time required to perform the service). Multiple cancellations outside the 48-hour advance notice window may result in suspension of your ability to schedule appointments online and require prepayment for all future appointments.

Failure to show for an appointment/consultation will result in a charge for the **full amount** of the scheduled service (minimum of \$50 incl. consultations). If you have prepaid for the service, the full amount of the service will be redeemed and not refunded. Additionally, your ability to schedule appointments online will be suspended and prepayment will be required for all future appointments.

Late Arrival Policy

If you arrive late, your treatment session will be shortened to fit in the original appointment window to order to accommodate others whose appointments follow yours. Full price for the service will be charged notwithstanding an expedited or unfinished service due to late arrival. At fifteen minutes after the start of your appointment time, the appointment will be deemed a “no show” with the results noted above.

Required Documents Policy

You are asked to bring completed documents with you to your initial appointment and each appointment where a new treatment is being provided. These forms can be found in the **REQUIRED FORMS** tab located under the **WELCOME** tab online. If you do not have these completed forms with you, the time taken to complete the forms will shorten the overall treatment time.

Online Appointment Suspension

Your ability to schedule online may be suspended due to cancelled appointments with 48-hour advance notice or otherwise. If your ability to schedule online is suspended, you will need to communicate directly to obtain an appointment.

Same Day Appointments

Should you have an emergent need for a service, please send a text to (803) 479-1582, and all efforts will be made to accommodate your need.

Product Purchases

If you wish to purchase any products outside of the salon, please place your order through the **STORE** tab on www.skinology.biz. Your products will be shipped/delivered once payment is received through the Store webpage. If you do not pay for shipping, please communicate directly to schedule a time to pick up the items purchased.

Returned Checks

All payments by check that are returned shall be charged a fee of \$30, and all payments thereafter must be in advance. All unpaid returned checks shall be referred to the solicitor's office after written notice by mail, email, or text.

These policies are effective as of 12:01 a.m. on 3/24/21.

Client Signature

Date

Esthetician Signature

Date

Esthetician Notes:



Skinology
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