

Aikana Esthetic Center (Pur Beauty LLC) Policy

- All appointments scheduled should arrive on time or 5-10 minutes early : You are responsible for ensuring you receive the full time of your appointment.
- When scheduling your treatment take into consideration your Cycle.
- **No individual apart from the patient getting treatment is allowed in any of the treatment rooms.**
- **The use of cellphones is prohibited while receiving treatment**, phones must be on vibration/silent mode.
- **Changing and bathroom breaks should be done quickly, therapists are not required to assist you in those times.**

X _____

Packages

- If taking a treatment package, the sessions must be completed within its assigned time frame, If sessions are not completed within that time frame, they will be **LOST** or can be continued with a **50% charge per session**
- *2-3 Sessions per week are **REQUIRED** in order to maintain consistency and ensure satisfactory results. We always recommend booking sessions in advance to ensure you are able to meet these requirements.
- **3 Sessions (3 WEEKS)** Must be paid off by the **1st** visit | **6 Sessions: 2-3 Weeks:** half first session, remaining half on 3rd

X _____

Penalties

- If you're more than 10 minuets late, the appointment will be rescheduled and be considered canceled with a pending fee.
- Aikana does send confirmation texts a few days before your appointment, if there is no confirmation your appointment will be open for others to schedule online and will be considered canceled with a \$50 dollar fee.
- If there are cancellations on multiple occasions and inconsistencies with attendance Aikana reserves the right to terminate any pending appointments.
- **There will be a \$75 Dollar 48-hour Cancellation/Rescheduling Fee, that will be charged for each appointment missed on the next payment. No-Shows are also covered under this fee.**
- **If unable to attend your appointment due to a medical emergency we will need either a doctor's note/clearance to resume treatment.**
- **There are NO EXCEPTIONS to the no-show/Rescheduling Fee including personal emergencies or traffic . No show fees and Rescheduling are NOT carried over to future appointments or applied towards future treatments. This fee is non-refundable.**

X _____

Payment/Charges

- **All Singular appointments require a \$50 non-refundable/non-negotiable deposit**
- ALL payments with a credit/debit card are subject to a **Convenience fee of 1.5%**
- Payments must be paid the day in which it was agreed in the payment log, If failed to pay the agreed amount by that date, a \$10 charge will be added to payment.
- **Once payment is made there are NO refunds or exchanges for packages, products, or services.**

X _____

Behavior

- Our staff is qualified to perform various **professional** treatments. Be respectful and refrain from harsh comments and unwelcome insinuations. For any concerns please speak to our Spa Director.
- Refrain from harassing / making customers or staff uncomfortable. Deliberate repeated behavior that is intimidating, hostile, offensive or adversely impacts staff work performance will not be tolerated
- **We may ask for Pictures or Videos taken before and after to be publicized in any of our social media accounts (IG, FB, Yelp)**
Face, private parts, tattoos, beauty marks, jewelry will be covered or removed to maintain the privacy of patients. We will notify you if you are chosen as potential media
- Conversations should be kept **minimal and quiet, respectful to other patients**. We want to ensure quality procedures and a respectful environment for each of our patients as well as our staff.

Failure to comply with these policies will result in the termination of procedure or treatments without a refund. *There are no refunds, transfer, or exchanges*

X _____

I _____ Am starting my package of ____ Sessions on _____ and Agree to finish them by _____ with all the terms and conditions above.← PLEASE WAIT TO FILL OUT WHEN YOU ARE AT OUR OFFICE*

Patient's signature : _____ Date: _____