



2815 Lexington Avenue
Ashland, KY 41101
606-326-0166

TO OUR VALUED PATIENTS,

We pride ourselves upon staying on schedule and understand that your time is valuable. This is why all treatments are by appointment only. When a patient is late or does not show for an appointment, this not only creates disruption in the flow of the schedule, it necessitates assigning a valuable staff member to put our schedule back together. We ask for your help in honoring your appointment time and when absolutely necessary to reschedule the appointment. For new patients, we ask that you arrive 15 minutes early for your appointment to supply basic information about your medical history, allergies and contact information.

A 24-hour cancellation notice is required for all treatments and services. If notification is not received within in the required time frame, your account will be charged a \$50 cancellation fee which must be paid prior to scheduling your next appointment. If a "no show" or "fail to cancel appointment" is made with a Gift Card or Pre-Paid Service, \$50 will be deducted from the Gift Card or Pre-Paid Service.

Please also note that all sales are final; we do not issue refunds on services, including gift cards. Gift Cards cannot be exchanged for cash or reduced to a lower value. However, in order to facilitate our patients, we will, upon request give credits, or exchange service of the same value. No returns on products are allowed, exchanges may be made on unopened products only.

The policy of Ageless Aesthetics Medispa is a standard practice in the Medical Spa Industries worldwide.

Our normal business hours are Monday & Friday 9:00am until 5:00pm, on Tuesday thru Thursday 9:00am until 7:00pm, and close for lunch from 1:00pm to 2:00pm each day.

Thank you for your understanding in this matter,

Ageless Aesthetics MediSpa

Print Name

Signature

Date

Witness Signature

Date