



POLICIES

Cancellation:

In an effort to remain timely with our patient flow and allow for optimal client access, we have implemented the following cancellation policy:

Appointment times are reserved especially for you. Please be mindful of this if you are unable to keep your appointment. Haute Beauty Aesthetics requires a 24-hour notice to cancel or reschedule an appointment. Providing us with a 24-hour notice will help make this appointment available to another patient.

In the event you cancel your appointment within 24 hours of the appointment start time, you will be charged a \$50 "Cancellation" fee.

If you do not show up for your scheduled appointment, it will be considered a "No Show." You will be charged a \$100 "No Show" fee for any appointment requiring a deposit (appointments which require time of 30 minutes or longer). You will be charged a \$50 "No Show" fee for a neurotoxin, chemical peel, or hair restoration appointment.

If a patient has excessive no-shows or last-minute cancellations, Haute Beauty Aesthetics reserves the right to refuse further service, regardless of contracts or other set appointments. Any monies paid will be forfeited or considered non-refundable.

We understand that unplanned issues can come up and you may need to cancel an appointment. As a courtesy, we confirm appointments via email and text message 7 days, 3 days, and the day prior to scheduled appointments. **DO NOT REPLY TO THESE AUTOMATED MESSAGES AS WE DO NOT GET THEM. YOU MUST CALL OR TEXT THE OFFICE AT 469-790-0204 or cancel via our patient portal TO CANCEL YOUR APPOINTMENT.** If we have a cancellation on the schedule, we like to offer the time slot to a patient on our waiting list, or who is calling for a same day appointment. Without notice of cancellation we are unable to do this. When a patient does not show up for a schedule appointment, another patient loses the opportunity to be seen and our providers lose out on income.

You will be reminded of these at the time of scheduling.

Thank you for being a valued patient and for your understanding and cooperation in regards to this policy.



Late Arrival:

We suggest arriving 5 minutes prior to your appointment time to allow time to complete paperwork or answer questions about your service you may have. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if that ever occurs, so we can do our best to accommodate you. Appointment times are reserved for each client, so often times we cannot exceed that reserved time.

If you arrive more than 15 minutes late for your scheduled appointment, it will be considered a "No Show." You will be charged a \$100 "No Show" fee. Provision of services for late appointments will be at Haute Beauty Aesthetics's discretion.

Refund Policy:

At Haute Beauty Aesthetics, we work with each client to discuss treatment objectives and review likely outcomes, benefits and risks associated with each treatment. We offer individual treatment as well as significantly discounted treatment package options so each client may choose the approach that is best suited for their needs and budget.

Once services are purchased they will not be refunded, however, to ensure our clients always receive the greatest experience at Haute Beauty Aesthetics, unused service values (cash equivalent for the remaining amount of a treatment package) can be applied to any other service at Haute Beauty Aesthetics.

For Skin Care Products, all sales are final, however, should you have a skin reaction to one of the products, it can be returned for a full refund within 7 days of purchase.

All injectable treatment sales (such as, but not limited to neurotoxin, dermal fillers, facials, microneedling or chemical peels) are final; refunds or credits cannot be offered once treatment is completed.

We will be honest in all our dealings with you. Aesthetics is not an exact science and how you may respond to a given treatment will vary from person to person. It is virtually impossible to predict results and therefore payments made for services are for treatments to be performed -- not for a specific result. However, we always strive to achieve the absolute best result that we can for you.



Thank you for allowing us to serve you!

Patient Name (Print)

Patient Signature

Date

Provider Name (Print)

Provider Signature

Date