



# *Radiant Reflections*

Weight Loss Clinic & MedSpa

## **Cancellation and More-Than-Two Booking Policy**

### **CANCELLATION POLICY**

A credit/debit card is required to reserve all appointments. As a courtesy to our clients and staff, a **24 hour cancellation notice is required to avoid a 50% charge that will be billed to your credit/debit card on file. If you are late to your appointment there is a chance your service will be shortened to avoid disrupting other client's scheduled appointments. If you are more than 15 minutes late you will be considered a no-show and charged 50% of your missed service.** We gladly accept Visa, MasterCard, American Express, Discover and Care Credit.

### **BOOKING POLICY**

For parties of two or more, it's necessary to block our clinician's schedules for the duration of the morning or afternoon the party is booked. Because of this, a non-refundable deposit of ½ of the total service cost must be paid when booking. More-Than-Two bookings should be scheduled 2-3 weeks in advance to ensure availability, but if the space is available we are happy to accommodate with a shorter notice. Please be advised that 20% gratuity is added for parties of two or more.

If you would like to bring food or you would like for us to provide food please discuss this when booking. Unfortunately, we will not be able to take food requests after the appointments have been booked. We do not allow alcohol. We offer light hors d'oeuvres such as fruit/vegetable trays, cookies, punch, lemon mint/citrus waters, etc. This is an extra charge of \$40 that will be included in the total service cost.

### **ARRIVAL TIME/SPA ETIQUETTE**

All party attendees **MUST** arrive 10-15 minutes **BEFORE** their scheduled appointment. This is so that first time paperwork can be completed and so that there is time to change clothes, put away personal items in lockers, and settle into the lounge for pre-treatment fellowship/foot soaks, etc. Late party attendees will not be able to enjoy their full treatment time. The time used to complete paperwork, change, etc will be deducted from their session. It is important that parties stay on schedule so everyone is able to enjoy the experience to its fullest.

The use of cell phones are strictly prohibited in the spa area.. It is considered both disrespectful to our other guests as well as the clinicians performing services. We ask that you silence **ALL DEVICES** and leave them locked in your locker as a courtesy to other clients and staff. In all situations

there are extenuating circumstances; please simply communicate these needs to your clinician if necessary & exceptions can be made.

### **INTAKE FORMS**

Please take the time to thoroughly read and fill out all intake forms. This informs our clinician of any allergies or sensitivities you may have. Accurate information will enhance your spa experience and allows for avoidance of any ingredients that could cause potential discomfort.

### **GRATUITY**

If you feel that your clinician deserves an extra pat on the back, gratuity envelopes are available upon request at the front desk (for cash), or if you will be using a credit card, please alert the receptionist upon checkout BEFORE the transaction is processed and it can be added to your total charge.