



CANCELLATION POLICY

Our mission is to provide affordable, safe and effective beauty treatments in a clean and positive environment. We are able to offer services at affordable rates because we keep a very tight schedule. In order to maintain our great prices and to ensure that all clients can receive their treatments on the day that they are scheduled, we have a non-negotiable cancellation policy.

Our cancellation policy at Saintly Skin will be activated when the following occurs:

Please initial each of the following statements.

_____ Client is more than 15 minutes late to an appointment.

_____ Cancellation was made less than 48 hours prior to appointment.

_____ No shows.

The cancellation fee is \$25 for appointments with our estheticians and \$50 with our medical providers. We will not be able to reserve a scheduled time for you or proceed with any treatments until the balance is resolved.

DEPOSITS

For some procedures that require a significant amount of time to perform or that are scheduled with our medical providers, we require a \$50 deposit to make the appointment. We require a 48 hours notice to reschedule the appointment. If the appointment is rescheduled within 48 - 24 hours, you will lose 50% of your deposit, if the appointment is rescheduled or canceled in less than 24hours, ***you will lose 100% of your deposit.***

REFUND & RETURN POLICY

Treatments & Packages

To avoid abuse of special discounting with treatment/service packages, refunds on remaining un-used treatments will be given only after applying the full standard price of used treatments. If for some reason you are not able to use an un-rendered, pre-paid service, you may do a one-time exchange of the unused portion toward other services. No cash will be refunded.

Clients who have purchased our services from third parties (Groupon, LivingSocial, etc.) need to check the third party voucher for terms and conditions, as the terms or conditions of the deal/voucher will apply. Since third party entities are paid directly by the client, Saintly Skin Metairie cannot refund purchases made via a third party. However, notwithstanding the voucher terms of any third party, clients who are unsatisfied with the purchase, may redeem the remaining unused portion of the voucher for another service currently offered at Saintly Skin. Services that have already been rendered will not be redeemed again.

Products

We are constantly striving to create an environment founded in excellence, quality, and most importantly — the safety of our clients. For this reason, we cannot accept skin care product returns (with exception to clear defects in packaging or product) once your purchase has been completed.

Gift Certificates

Gift certificates are non-refundable. We will, however, allow them to be transferred to another party.

I HAVE READ, UNDERSTOOD, AND AGREE WITH THE TERMS LISTED ABOVE.

Signature

Date