POLICIES

TIMING IS EVERYTHING:

We feel very fortunate that Yuva has a high and increasing demand for client appointments. In order to ensure that every client is able to schedule timely appointments, as well as receive excellent service, we have adopted a new cancellation and missed appointment policy.

NO-SHOW POLICY:

Missed, rescheduled, or canceled appointments without a 24-hour notice are subject to the **"No-Show" fee of $75.00**. This fee must be paid prior to booking your next appointment. We do understand that illness, accidents, traffic, and work related issues arise; therefore we offer a one-time "grace" per calendar year. Fees are assessed to client accounts thereafter.

ARRIVING LATE TO YOUR APPOINTMENT:

Appointments are typically scheduled back to back for each aesthetician and doctor on staff. If you arrive **15 minutes over** your scheduled appointment time, please be aware that your appointment (if able to receive service) may have a shortened time frame, or will need to be rescheduled out of courtesy to the next client.

CONSULTATIONS:

Spa consultations are **$0** with our medical aestheticians, and **$95.00** with our licensed doctors and nurse practitioners. If you decide to move forward with a service, package, or product purchase on the same day as your consultation, the assessed fee is waived. Otherwise, the paid consultation fee is deducted from your future service/product purchase if made within **30 days** of the original consultation date.

WE CARE ABOUT THE SAFETY OF YOUR CHILDREN:

Due to our high powered lasers and other specialized equipment, children under the age of 14 are not permitted in the spa area/ treatment rooms. We also desire the cumulative experience of the spa to be one of rest, relaxation, and focus for our clients and staff.

CONSIDER YOUR NEIGHBOR:

Throughout the day we have several relaxation based services in process, so we ask you to kindly silence your cell phones, and reduce the volume of conversations held near our treatment rooms.

WE LOVE TO SAVE YOU MONEY:

We offer our clients many opportunities to save money throughout the calendar year with Yuva rewards, monthly promotions, and events. These are a few of our methods.

CLIENT REFERRALS:

We reward our clients with a $25.00 credit, payable in Yuva points, for every active referral who receives treatment and/or purchases product in our spa.

Please see reverse side for continued policies.

ALLE:

Alle points are earned through purchase of Allergan family products and services including: SkinMedica products, SkinMedica chemical peels, Latisse, Coolsculpting, Botox, and the Juvederm collection of fillers. Likewise, you can redeem rewards on those products and services at the time of checkout when applicable.

PACKAGE POLICIES:

Packages for spa services are paid in full prior to or day of your first treatment. Packages are now given an expiration term of **18 months**. Most of our treatments are 4-6 weeks apart, so you will have plenty of time to receive treatment and use your package in full. Packages are non-refundable once treatments begin. Funds can be placed on your account as spa credit to be used for future treatments or products. Yuva cannot guarantee the treatment provider and is based on provider availability.

Packages are discounted as some services need multiple treatments to get the desired results. Once a package is purchased, if you do not use all the treatments, we do not give partial refunds. If you wish to undo the package the price will be calculated at regular individual treatment price and if there is any amount left over, it can be used towards a different service only. There will be no refunds.

RETURN POLICY:

We will gladly accept any unopened/unused cosmetic and skincare products in their original packaging within **14 days** of purchase for exchange or spa credit. No refunds will be made. If you have a reaction to a skincare product, please contact us immediately. All other items sold in our spa are final sale only. While gift cards are non-refundable and cannot be redeemed for cash value, they can be transferred to another client.

Thank you for your cooperation!

I acknowledge that I have read over the previous spa policies. By signing, I am acknowledging that I understand the document and that I agree to follow the guidelines previously described.

_____ _____

SIGNATURE DATE