



Med Spa Financial Policy

Appointments:

In order to ensure that you obtain your desired appointments, we recommend scheduling your appointment as far in advance as possible to ensure availability. To accommodate your desired appointment a credit card is required at the time of booking to guarantee your reservation and a 25% deposit. Gift cards may be used in lieu of a credit card to hold your appointment. We hold this information as part of our cancellation policy and only make necessary charges to your account on the date of your scheduled service. Details of our cancellation policy are provided below.

Please notify the spa coordinator/office manager of any allergies or sensitivities to aromas or ingredients when you schedule your appointment.

Forms of Payments: We accept Cash, Check, American Express, Visa, Mastercard, or Discover credit cards for payment. We also accept Care Credit for purchases over \$200.00.

Cancellation Policies and Fees:

Your spa treatments are reserved especially for you. We value your business and ask that you respect the spa's scheduling policies. Should you need to cancel or reschedule, please notify us at least 24 hours in advance.

Any cancellations with less than 24 hours of notice are subject to a cancellation fee amounting to the cost of the scheduled service. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service. We recognize the time of our clients and staff is valuable and have implemented this policy for this reason. When you miss an appointment with us, we not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time. Additionally, many times our staff will be functioning in an "on call" status and may have traveled to the spa specifically for your service. For these reasons we are obligated to compensate our staff for their time as well as make up for the lost revenue.

When you schedule your appointment with us, you are agreeing to these policies. **All services require a credit card or gift card to guarantee a reservation so please have your credit card and/or gift card ready when booking.** You will not be billed unless there is a cancellation or no show. Upon checkout, guests may choose their method of payment.

Group Bookings:

For parties of three or more, please contact our group coordinator for group booking policies and availability. A completed contract and deposit are required to secure your appointment and arranged pricing. A 20% gratuity will be added to all spa parties.

Phone: 903-534-0911
Web address: drshort.com
Gift Cards Available



Couples and spa parties are more than welcome to bring some wine.
Exclusive use of the spa is available: please inquire for fees and available dates.

Cell Phones:

We kindly ask that you turn your cell phones and pagers to vibrate upon arrival and to remember to speak in your very soft spa voice once you enter the spa. Please inform your therapist should you need to make a phone call so that you may do so without disturbing other spa guests> Cell phone use may affect the length of your spa services.

Prices and Services:

Prices and services are subject to change without notice. We will do our best to keep our clients up to date on any changes that may occur but encourage all clients to inquire about pricing and available services when booking your appointment.

Series of Treatments:

We are unable to process any returns or reimburse any payment transactions on any spa treatment series that are purchased.

Gratuity:

Gratuity is not included in the price of service or spa packages, customary tips range from 15% to 20% but is of course, at your discretion. You may tip the therapist in the room or upon check out at the front desk with cash, check or credit card. Tipping is never expected but always appreciated.

Check in:

We ask that you please arrive 10-15 minutes prior to your appointment time. We will do our best to accommodate late arrivals. However, the length of service may be adjusted so as to not interrupt the scheduled appointments of other guests. Full price of scheduled services will apply, so please plan accordingly.

Personal Belongings:

Please leave all jewelry and valuable items at home. Oak Hills Med Spa is not responsible for lost or misplaced items.

Spa Promotions:

Spa specials cannot be used in combination with any other offer or promotions.

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Return Policy:

All product sales are final.

Pregnancy or Medical Conditions:

Be sure to mention any medical information when you book an appointment. Certain treatments may not be advisable for you. Before your treatment begins, let your therapist or esthetician know of any medical concerns or if you are wearing contact lenses before you have a facial.

Signature

Date

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