

L A L A

AESTHETICS

M E D S P A

Our policies,

in plain language.

We keep our policies short and clear so there are no surprises. If anything here raises a question, call us and we will walk you through it.

EFFECTIVE [MONTH] [YEAR]

Appointments and Arrival

New guests are asked to arrive 10 to 15 minutes before the appointment time to finish any remaining paperwork and to meet with the provider without feeling rushed.

There is a 15 minute grace period for all appointments, after 15 minutes your appointment has to be rescheduled and a fee of \$100 applies.

Card on File

A valid credit or debit card is required at the time of booking to reserve your appointment. Your card is held securely and is not charged at the time of booking.

The card on file is used only to hold your reservation and to apply the cancellation policy below. You are welcome to pay by any method we accept on the day of your appointment.

Cancellation, Rescheduling, and No-Shows

We ask for at least 24 hours notice.

With 24 hours notice or more, we are able to offer your appointment time to another guest, and no fee applies.

A fee of \$100 is charged to the card on file for:

Cancellation with less than 24 hours notice. Rescheduling with less than 24 hours notice. Missed appointments and no-shows.

Your appointment time is reserved specifically for you, and your provider prepares for it in advance. When an appointment is missed or moved at the last minute, that time cannot be offered to another guest. We value your time, and in return, we hope that you can value ours as well.

Payment and Refunds

Payment is due at the time of service. We accept major credit and debit cards, and we offer third party financing through approved lenders. Approval and terms are determined by the lender, not by LaLa Aesthetics Med Spa.

All sales are final. We do not offer refunds on services, treatment packages, prepaid sessions, memberships, deposits, or retail products.

If you ever have a concern about your treatment or your results, please contact us. We want to hear from you, and we will work with you on the best next step in your plan.

Packages and Programs

- Package sessions are valid for 12 months from the date of purchase.
- Packages are non-transferable and cannot be shared between guests.
- Sessions are applied to the specific service purchased and cannot be exchanged for a different service, retail products, or a gift card.
- Monthly wellness programs bill on the same date each month. Program pricing reflects enrollment in the full program, and the individual components are not separately refundable.
- To end a monthly program, we ask for written notice before your next billing date.
- Program treatments that are not used within the month they are billed do not roll over, unless the service is not yet available at our location.

Every treatment plan begins with a provider evaluation. If a treatment or program is not appropriate for you clinically, your provider will tell you, and we will not enroll you in it.

Memberships

- Memberships bill monthly on the date you enroll and continue until you cancel.
- Member benefits and pricing apply only while the membership is active and in good standing.
- Cancellation requires written notice before your next billing date. Membership dues already paid are not refundable.

- Accrued member credit remains available for 12 months from the date it was earned.
 - Member pricing cannot be combined with promotional pricing, event pricing, or referral credit unless we say otherwise in writing.
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Referral Program

When you send us a friend, we take care of you both. Your friend receives \$50 toward their first service, and you receive a \$50 credit once that service is completed.

- Your credit doubles to \$100 when your friend begins a treatment package or a wellness program.
 - Credit is issued after the referred guest completes and pays for a service, not at the time of booking.
 - The referred guest must be new to LaLa Aesthetics Med Spa and must name you at the time of booking.
 - Credits apply to services, carry no cash value, and expire 12 months from the date issued.
 - Referral credit cannot be combined with other promotions or event pricing.
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Consultations and Results

Every service begins with a complimentary consultation with a licensed provider. You will get an honest assessment of what will and will not work for you, including when the honest answer is that a treatment is not right for your goals.

Aesthetic and wellness treatments respond differently from person to person, and results are never guaranteed. Your provider will explain what is realistic for you before any treatment begins, along with the expected number of sessions and the care required between them.

We reserve the right to decline or discontinue treatment when it is not clinically appropriate.

Communication and Privacy

Your health information is protected and is handled in accordance with applicable privacy law. Our full Notice of Privacy Practices is provided at your first visit and is available at the front desk at any time.

Appointment reminders are sent by text or email based on the preference you give us. Marketing messages are separate, require your opt-in, and you can opt out at any time by replying STOP to a text or using the unsubscribe link in an email. Opting out of marketing does not affect your appointment reminders.

We will only discuss your care with the people you have authorized in writing.

Photography

Clinical photographs are a standard part of tracking your progress and are stored as part of your medical record.

Photographs are never used on our website, in marketing, or on social media without your separate written consent. You may withdraw that consent at any time in writing, and we will stop using the images going forward.

We ask guests not to photograph or record other guests or staff anywhere in the suite.

Guests, Children, and Conduct

Treatment rooms are reserved for the guest receiving care. For safety and privacy, we ask that you not bring children to your appointment, and that additional guests wait in the reception area.

Guests under 18 require the written consent of a parent or legal guardian, and the parent or guardian must be present for the visit. Some services are not offered to minors at all.

We are committed to a respectful environment for our guests and our team, and we reserve the right to decline service to anyone whose conduct does not support that.

Changes to These Policies

We may update these policies from time to time. The effective date at the top of this document reflects the most recent update, and the version in effect on the date of your appointment is the one that applies. Questions about any of this are always welcome. Call us at 909 310 3001.