



Vega Med Spa Financial & Scheduling Policy

NOTICE OF POLICY UPDATES

Thank you for choosing Vega Med Spa for all your cosmetic needs. It is our pleasure to offer you the latest cutting-edge treatments and personalized care. Please take a moment to review our updated financial and scheduling policies.

PAYMENT POLICY

- Payment is due in full at the time of service to ensure timely processing and convenience.
- We accept the following forms of payment: Cash, Checks (with valid ID; no out-of-state), Visa, MasterCard, Discover & American Express.
- A secure "Credit Card on File" option is available for balance payments in a HIPAA/HITECH/PCI-compliant manner.
- Returned checks or declined credit cards will incur a \$40 administrative service charge.
- Financing through CareCredit and PatientFi is available (subject to approval).

APPOINTMENTS & RESERVATIONS

- A valid credit card is required at the time of booking to hold all appointments.
- Appointments must be confirmed via text, phone, or email confirmation system.
- Appointments not confirmed may be subject to cancellation.
- Any cancellations require a phone call if they occur within 4 business days of your appointment.

CANCELLATION POLICY

- We strive to accommodate all clients and provide quality care. Please respect our providers' time.
- General appointments require at least 2 full business days' notice to cancel or reschedule.
- For appointments over 1.5 hours or more (e.g., Microneedling, Laser, CoolSculpting), a minimum of 4 full business days' notice is required.
- Late cancellations or no-shows will incur a \$50 fee or forfeiture of any prepaid deposit—whichever is greater.
- Repeated no-shows or late cancellations may result in loss of future booking privileges.

SPA PACKAGES

- Packages offer excellent value for ongoing treatments and encourage consistency.
- Packages are non-refundable and non-transferable.
- All packages must be paid in full before the first treatment.
- Packages **DO EXPIRE** you have 1 year to complete a package.
- If unable to complete a package due to medical or provider-verified concerns, a partial SPA credit may be issued.
- Credits must be used for services and are not eligible for refunds.

PRODUCT RETURNS

- If you experience an adverse reaction or sensitivity to a product, return the item within 14 days of purchase.
- A SPA credit may be issued after assessing the issue.
- Credits may be applied toward product purchases of equal or greater value.
- Refunds are not offered on products for hygiene and safety reasons.

GIFT CARDS

- Gift cards are available and can be redeemed for SPA services or products only.
- Not valid for plastic surgery or transferable between individuals.
- Gift cards must be presented at the time of service.
- Gift cards do not expire and are non-refundable.

MEMBERSHIP PROGRAMS & REFERRAL REWARDS (Exclusions and restrictions may apply)

ESSENTIAL MEMBERSHIP	PREMIER MEMBERSHIP
Facial Value \$150	Complimentary DiamondGlow®
10% Off Selected Skincare*	10% Off Selected Skincare*
10% Off 1 Laser Treatment	10% Off Neurotoxin/Modulator
10% Off Neurotoxin/Modulator	10% Off Hyaluronic Filler FULL Syringe
Priority Booking Access	20% Off 1 Laser Treatment
	Priority Booking Access
	\$50 Beauty Voucher On A Med SPA Service For A Friend

PROMOTIONS

- Special promotions and discounts may not be combined with any other offer or reward.
- A valid credit card and deposit are required to book promotional appointments (e.g., event days).
- No-shows or late cancellations will result in forfeiture of promotional pricing.

Our financial cancellation policy is subject to change at any time without notice. Cancellation fees, refund eligibility, and related charges may vary and are subject to applicable restrictions and conditions.

By signing this document, you agree and you have read and understand fully your financial responsibility.

Name Print and Signature

Date