



SPA Financial Policy

Thank you for choosing us for all your cosmetic needs. It is our pleasure to offer you the latest cutting edge services & medical grade products to meet your skin care needs. Please take a moment to familiarize yourself with our policies.

Payment

Full payment is expected at the time of service. We accept the following forms of payment: Cash, Checks (with valid ID; no out of state), Visa, Master Card, Discover & American Express. Financing through Care Credit[®] is also available. There is a returned check charge of \$30.

Gift Cards

Gift cards are available & may be redeemed for SPA services or products *only*. They are not valid for plastic surgery.

Packages

SPA packages offer our clients a significant savings. Services purchased as a package are not transferable. If you are unable to use your full package, a SPA credit may be issued. Refunds will not be provided. A fee will be charged on the remaining credit. SPA credits are not transferable.

Products

In the event you are unable to use a product (e.g. experience an adverse reactions, sensitivity) please notify us immediately and return the item within 14 days of purchase. We will gladly work with you to find a better product and may issue a SPA credit. Credits must be used to purchase products of equal or greater value. Refunds will not be provided.

Client Appreciation

As our way of saying "Thank you" for placing your trust in us, we offer two client appreciation programs.

- **Vega Beauty Rewards.** Earn 2% in Vega Points on all SPA purchases of products and services. Redeemable for SPA services only. Not valid for surgery, gratuity, gift cards or purchase of products. While special promotions cannot be combined (see below), Vega Points may be used at any time.
- **Refer a Friend Program.** For every new cosmetic patient or SPA client you refer, you will receive 500 points in our SPA, valid towards SPA services.

Promotions

Special promotions may not be combined with any other discounts.

Reserving Appointments

A valid credit card at booking is required to hold all spa appointments.

Cancellation policy

We make every effort to accommodate your requests. In fairness to our providers and clients, we ask for the courtesy of 24 hours' notice if you are unable to keep your appointment. A \$50 fee will be charged for no show or late cancellations.