

Financial & Cancellation Policy

Consultations & Payment

We offer complimentary consultations, including follow-up appointments. Payment is due at the time of service and may be made via cash, check, Visa, MasterCard, American Express, CareCredit, or Cherry. CareCredit offers no-interest and extended-term plans; Cherry provides flexible pay-over-time plans with a soft credit check.

Refunds & Returned Checks

Refunds are issued based on the original form of payment. Cash/check refunds will be credited to your account or issued by check within 15 days. Credit card payments will be refunded to the same card, even if the account is closed. Returned checks incur a \$50 fee and may restrict future payments to cash or card only.

Cancellations & No-Shows

To cancel or reschedule, call or text us during business hours at 703-390-9343. Emails, social media messages, or DMs are not accepted and may result in fees. Standard appointments require 24-hour notice; late cancellations will incur a \$100 fee. CoolSculpting and Morpheus8 appointments require 72-hour notice and carry a \$200 late cancellation or no-show fee.

Late Arrivals

Arriving more than 10 minutes late may result in rescheduling and the applicable fee. If you arrive more than 15 minutes late without contacting us, it will be treated as a no-show. A no-show fee of \$100 (standard) or \$200 (CoolSculpting/Morpheus8) will apply. Fees may be waived with documentation of a medical emergency.

Outstanding Balances

Patients with unpaid fees will not be allowed to book or receive further services until balances are cleared. Scheduled appointments may be canceled if fees remain unpaid.

Legal Acknowledgment

By signing below, you acknowledge and agree to these terms. You accept full responsibility for charges incurred. Aesthetic results are subjective and not guaranteed. Dissatisfaction with outcome does not constitute a refund or chargeback. Improper disputes may result in legal or collection action to recover costs.

Patient Name (print) _____ Signature _____ Date _____