

Canceling an Appointment

Please contact Rejuvenate Med Spa via phone or email AT LEAST 24 hours prior to your scheduled appointment date and time to avoid cancellation fees*. *Cancellation is required 24 hours prior to appointment; failure to cancel within the required time will result in a fee of \$35.00 being charged to the credit card on file.

A No Show is considered failure to cancel or failure to show for a scheduled appointment, a fee of \$75.00 will be applied to the credit card on file. No Shows and Late Cancellations (24 hours+)

Initially, clients who schedule an appointment and simply DO NOT show up or cancel within the allotted timeframe of 24 hours will be required to leave a deposit of half (50%) of their scheduled session total in order to reschedule their next appointment.

Deposits

The deposit is fully refunded to the client if the appointment is canceled within the 24 hour's notice timeframe. Reoccurring no shows or if the appointment is canceled AFTER 24 hours, clients will be charged the full deposit amount of half (50%) of the entire session cost on their debit/credit card.

Clients who prepaid for Package Deals

Clients who have prepaid for package deals who are No Shows or have Late cancellations for their scheduled appointments will automatically be deducted the cancellation fee from the package balance.

New Clients

If a new client fails to cancel or reschedule their appointment date within the 24 hour timeframe they will forfeit ALL limited-time pricing offers, monthly special promotions, discounts or coupons. We reserve the right to refuse appointments to any client who has demonstrated disregard of our cancellation policy.

Return /Refund Policy

No refunds are made for products, service packages, and pre-paid treatments once they are purchased. If for some reason you are not able to use an un-rendered, pre-paid service you may do a one-time exchange of the unused portion toward other services. Unopened products may be exchanged for alternative products within (7) days of purchase.