

Restoration MedSpa's Policies

Restoration MedSpa has policies in place to promote a serene environment and to show respect to our patients and staff. We ask that you treat our administrative staff with respect and decency upon the enforcement of our policies.

If you are not comfortable abiding by our policies, we will not pursue treatment with you. For questions and concerns, please contact our administrative team at 336-999-8295 or management via email at samantha@restorationmedspa.com

Appointment Policy

In order to schedule an appointment we kindly require you to contact our medical concierge via phone or text at 336-999-8295. Our medical concierge evaluates the amount of time each patient needs for their consultations and/or treatments. Arriving late will deprive you of valuable treatment time. We understand that life gets crazy and things come up. However, arriving more than 10 minutes late may result in the cancellation of your appointment and a cancellation fee (see cancellation policy for details). We reserve the right to reschedule late appointments, as we respect our providers and other patients' time as much as we respect yours.

All treatments require a consultation with a Restoration MedSpa medical provider before treatment. While we will make every effort to provide your requested treatment on the day of your consultation, we reserve the right to reschedule your appointment if we feel there is not enough time to give you quality treatment and prevent other clients from waiting past their appointment times.

For the safety of our patients, staff and guests, children are not allowed in treatment rooms. Children are to be accompanied by an adult at all times inside the spa. We ask that you make arrangements for child care prior to your appointment.

All appointments scheduled for one hour and greater, or \$1,000+, require payment in full in order to schedule. We encourage patients to schedule several weeks in advance or at the end of your current appointment to reserve the most convenient time for your schedule.

Cancellation & No-Show Policy

In order to best serve our patients, Restoration MedSpa requires a 2 business day notice of cancellation of any consultation and/or treatment. If a 24-hour notice is not given, a fee will be charged based on the scheduled time.

FEES:

15+ minute appointments: \$50

1+ hour appointments: \$100

2+ hour appointments: \$500

Final Sale Policy

All sales of all services, treatments, specials, packages, and products purchased from Restoration MedSpa are considered non-returnable, non-refundable, and non-transferable to either another service, product or individual.

All monies put forward for deposits on services, packages, and treatments are non-refundable and non-transferable.