Cancellation, Deposit + Arrival Policy

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We ask for **more than 48 hours' notice** to cancel or reschedule any appointment, including consultations and follow-up visits. Cancel more than 48 hours ahead and there is no fee. Questions or changes? Call **(919) 813-0043.**

CANCELLATION AND NO-SHOW FEES

Appointment	Fee	Maximum
Cancel more than 48 hours ahead	No fee	$0
Cancel 48 hours or less ahead	50% of the scheduled service price	$150
No-show	100% of the scheduled service price	$250

DEPOSIT TO BOOK

A deposit is required at booking for appointments scheduled for **90 minutes or longer.**

Appointment length	Treatment value	Deposit
Under 90 minutes	Any	$0
90 minutes or longer	$2,000 or less	$150
90 minutes or longer	More than $2,000	$250

Deposits are applied toward the total cost of your treatment when the scheduled appointment is completed.

ARRIVAL TIMING

Clients are asked to arrive 15 minutes prior to their appointment time to ensure services start on time. If you are running behind for any reason, please contact the office directly by phone as soon as possible so arrangements can be made. We allow a 15-minute grace period for unforeseen delays; however, if you arrive more than 15 minutes after your scheduled start time, you will be required to reschedule and may be subject to a fee.

PRODUCT RETURNS

All skincare products are non-refundable.

PAYMENTS

Payment is required in full at the time of service or product purchase. We gladly accept cash and credit cards (Visa, Mastercard, Discover, American Express).

Financing options may be available for services over $500 through PatientFi or Puurk Financing, based on credit approval.

We do not accept personal checks, CareCredit, HSA, or file insurance.

PHOTOGRAPHY CONSENT

I understand that my provider will take clinical photographs (portraits) related to my treatment. These photos help document progress and allow me to better understand my treatment plan and results.

I consent to the use of these photographs in connection with professional trainings and advertising/marketing purposes; however, my full identity will not be revealed.

If I do not wish to allow my photographs to be used by The Aesthetics Lounge and Spa, I understand that I must request and sign a Photography Opt-Out form.