

# Vickie Riechers, LVN Day Spa COMPANY POLICIES

Our goal is to provide the highest quality services to every client. Due to the exclusive services that we offer, we have enacted policies to ensure on time scheduling convenience for all clients. Each client will be provided one on one attention; we ensure clients receive the industry's highest quality services in a relaxed environment. Thank you in advance for your understanding.

**REFERRAL PROGRAM:** New client referrals must use your name as how they heard about us. Once your referral client has completed their first procedure, Vickie Riechers, LVN Day Spa will credit your account in the amount of \$25 towards services. Any further transactions made thereafter by the same referred client will not qualify for further referral commissions. Tell all your friends and get free procedures!

**VICKIE RIECHERS, LVN DAY SPA APPOINTMENT GUARANTEE:** Should Vickie Riechers, LVN Day Spa not offer scheduled clients 48 hours' notice prior to necessary changes, cancellations or rescheduling of your appointment, Vickie Riechers, LVN Day Spa will credit clients the amount of the appointment deposit towards future services or gift certificate for friends or family.

**CONSULTATIONS:** Consultations include detailed information about how we can achieve your goals and ensure you are a candidate for the procedures desired 30 minutes of consultation time is free. Additional consultation time is at the rate of \$75 per 30 minutes. \$100 scalp consultations includes a patch test and will be applied towards scalp micropigmentation procedures.

**LATE ARRIVALS, CANCELATIONS AND NO-SHOWS:** If you arrive more than 15 minutes late for your appointment, Vickie Riechers, LVN Day Spa reserves the right to consider you a no-show. Vickie Riechers, LVN Day Spa will not be held responsible for your late arrival. Due to the nature of business at Vickie Riechers, LVN Day Spa, we will not rush a procedure or run the next client late due to untimely arrivals. You may have to reschedule all or part of your original appointment.

All appointments/consultations scheduled must be rescheduled or cancelled with no less than 48 hour notice prior to the original scheduled appointment/consultation time - OR- should you schedule an appointment within the 48 hours, you will not be able to change, cancel or reschedule that appointment/consultation time. Should you cancel, no-show, or be more than 15 minutes late, your deposit will be forfeited and is not refundable or transferable for future appointments.

Thereafter, Vickie Riechers, LVN Day Spa may require payment in full for future services prior to any scheduling. Should you cancel, no-show or be more than 15 minutes late with a pre-paid procedure scheduled, you will forfeit all prepaid procedure deposits for the wasted appointment time. Vickie Riechers, LVN Day Spa reserves the right to discontinue scheduling clients with chronic scheduling difficulties. NOTE: If your appointment is for a follow up visit, you will forfeit the deposit fee for the wasted appointment time, follow up rates will no longer apply. Ongoing procedures will continue at color refresher rates.

**PERSONAL TOLERANCES:** Should it be decided that any client cannot continue a procedure, due to too much movement, any safety related issues, personal tolerance or any other reason, once the procedure has been started, it will then be considered completed. Said procedure will not be rescheduled and payment is due in full. The Permanent Make-Up 6- 8 week follow up will not be available for incomplete procedures. To reschedule and complete procedure will require the current full list price for that procedure. Only when a fully executed, completed will a discounted follow up procedure be granted.

**PATCH TESTING:** Patch testing is optional but highly recommended. However, in some cases it is required. Patch testing will be completed at the consultation.

**DEPOSITS AND CHARGES:** Deposits for procedures will be collected at the time of scheduling. Appointments will only be confirmed after deposit receipt. Deposits not received within 24 hours will be cancelled. It is the clients' responsibility to reschedule. Procedure deposits will vary, \$75-\$500, per procedure and time scheduled. Appointments \$75 or less will require payment in full. All paid deposits are refundable with no less than 48 hours' notice.

**APPOINTMENT CONFIRMATION / MAKING APPOINTMENTS:** Vickie Riechers, LVN Day Spa will send courtesy text confirmation when appointment deposit is paid.  
**ALL scheduling: making or changing appointments, please do so via text messaging only on 979-299-5865.**

**PETS AND CHILDREN UNDER 18:** Due to the nature of business at Vickie Riechers, LVN Day Spa, children under the age of 18 will not be permitted on the premises for any reason. Should you bring children under 18, you will be required to cancel and reschedule. Refer to APPOINTMENT CANCELLATIONS AND NO-SHOWS for more details about charges and scheduling/rescheduling. Please make proper accommodations for children and schedule accordingly. Pets of any nature are not permitted on the premises. Should you bring any pet, you will be required to cancel, reschedule and the forfeit all non-refundable deposit fees associated with the procedures scheduled. Refer to LATE ARRIVALS, CANCELLATIONS AND NO-SHOWS for more details about scheduling/rescheduling. *Exemption: Animals trained expressly for the assistance under the Americans with Disability Act to conform to the State of Texas regulations.*

## **NO POLICY EXCEPTIONS WILL BE MADE FOR ANYONE, FOR ANY REASON. PLEASE DO NOT ASK**

Vickie Riechers, LVN Day Spa reserves the right to refuse services to anyone management deems appropriate. Vickie Riechers, LVN Day Spa also reserves the right to change or modify the terms of this agreement without notice. For current, updated policy information, go to [www.vickieriechers.com](http://www.vickieriechers.com)

**I, the undersigned, have read every paragraph, understand, acknowledge and agree to all of the above terms and conditions.**

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Vickie Riechers, LVN Day Spa Representative: \_\_\_\_\_ Date: \_\_\_\_\_