

# Newtown MediSpa Office Policies

Revised 2/21/2024

## Confidentiality

All clients of Newtown MediSpa are assured of complete confidentiality regarding all aspects of their treatments and treatments, as per our HIPPA policy. You have the right to obtain a copy at your convenience at either location.

## Appointments + Confirmations

Pre-booking your appointment is highly recommended since we book several weeks out. Due to the high demand for appointments, we **require** a credit card on file. **A cancellation without 24-hour notice or a No-Show will result in a charge up to \$100 (depending on type of treatment) to your credit card.**

SCHEDULING APPOINTMENTS: Please call our office at 203-304-9725 (Newtown) or 203-802-6334 (Fairfield) to make, confirm, cancel or reschedule appointments. We do not accept appointment scheduling, rescheduling, cancellations, or confirmations via email, text, Instagram DM's, or Facebook Messenger.

To cancel or reschedule you may call us: Newtown location: 203-304-9725  
Fairfield location: 203-802-6334

Appointment confirmations are sent to the cell phone and email you gave us when scheduling your appointment. We also call the "non-confirmed" appointments the day before the appointment. If your email/cell has changed, it is the responsibility of the patient to notify us.

Not "confirming" your appointment through your appointment reminder email is **not** considered a cancellation. You must CALL to cancel any appointment with in 24 hours to avoid a cancellation fee.

By scheduling an appointment, you are agreeing to our cancellation/no show policy.

# Cancellations + No-Show Policy

Your punctuality is greatly appreciated and will enable us to dedicate the appropriate amount of time to your scheduled treatment. Arriving greater than 15 minutes late may result in the rescheduling your appointment and a fee. If your appointment is canceled due to late arrival you will be charged the appropriate Cancellation Fee.

We have a 24-hour cancellation policy. If you are unable to make your appointment, please call us no later than 24 hours prior to your appointment to avoid a cancellation fee upwards of \$100.

If you No-Show your appointment, you will be charged a \$100 no show fee for your missed treatment. ***Newtown MediSpa reserves the right to refuse appointments to those who “No-Show” for three or more consecutive appointments or within a 6 month period.***

***For ALL CoolPeel/Deka, Microblading and Virtue Microneedling*** appointments, patients who do not arrive to their appointment numbed will be refused treatment. Numbing is REQUIRED for these treatments and it is the patients responsibility to pre-purchase the numbing cream and apply up to 1 hour, depending on the treatment, before their appointment.

## Treatment Deposits

Coolsculpting: A \$200 deposit is required for a treatment of 2 or less cycles. A 50% deposit is required for a treatment of 3 or more cycles.

CoolPeel/Deka + Virtue Microneedling: A \$200 deposit is required (even when the treatment was pre-purchased) when scheduling your treatment and patients must complete the “Coolpeel/Deka/Virtue PATIENT” pretreatment form, located in their TouchMD portal, **PRIOR** to their appointment. If patients fail to fill out said form, they will be required to cancel their appointment and incur a fee of \$200 or lose your deposit.

Consultations are required for Coolsculpting, Coolpeel/Deka and Virtue Microneedling before a treatment can be scheduled. Deposits are applied to your treatment at check out or refunded if the treatment was pre-purchased.

Arriving late to these treatments may result in the rescheduling your appointment and forfeiting your deposit. If a patient “No-Shows” their

appointment the deposit is forfeited and they'll be required to put another deposit down to schedule again. No exceptions.

## Required Consents + Documents

All patients are required to complete their medical history, HIPPA, Covid, and Treatment consents that are assigned to their TouchMD portal, **PRIOR** to arriving to their appointment.

These forms will be sent to your email on file from "**TOUCH MD**" not Newtown Medispa. If you haven't received your Touch MD forms 24-hours prior to your appointment, please call or email us, but check your spam folder first.

***When you arrive at your appointment, you will be required to provide your driver's license.***

## Accepted Payment Methods

We accept all major credit cards, cash and Cherry, and no longer accept Care Credit. We do not accept business or personal checks. For online purchases, we accept all major credit cards, but DO NOT accept Alle coupons, Aspire coupons, or Cherry financing.

## Pricing + Gift Cards + Coupons + Gratuities

Per the state of Connecticut, all "Cosmetic Medical Procedures" are subject to sales tax, including Groupons. All prices for treatments and products are subject to change as are policies, at any time.

Gift cards can be used towards any treatment or product. They are not redeemable for cash. **It is mandatory to present your Newtown MediSpa gift card upon checkout, either in physical form or displayed digitally on your phone.**

Coupons, rewards, and RepeatMD can NOT be combined and can NOT be applied to any specials or sales on treatments or products. They are only valid

toward full-priced treatments and products. Other restrictions may apply, so ask one of our patient coordinators for more details.

In appreciation to all providers, gratuities may be given at your discretion.

## Special Discounts

We offer discounts for teachers, military, police, firefighters, first responders, and medical professionals. Please notify our staff and provide ID for validation. These discounts are only valid on full-priced treatments (not products).

## Refunds + Returns

All treatments, skincare and gift cards are non-refundable.

## Membership Cancellation Policy

You may cancel your membership at any time. To cancel your membership, please notify Newtown MediSpa via email only before the next billing cycle (first of the month). No other forms of cancellation will be considered.

Email: [appts@newtownmedispa.com](mailto:appts@newtownmedispa.com)

All memberships require a 3-month commitment of recurrent automated charges before cancellation is eligible. Your first months payment will be on the day you join the club. Recurring membership charges begin on the 1st of the following month. If you cancel prior to your 3rd recurrent automated charge, you will be billed for the difference in charges and no refunds will be given.

Memberships are nontransferable. Funds within your membership bank can only be used for treatments within that specific membership (*example: Botox club monthly funds cannot be used towards Filler Club*).