

Newtown MediSpa Office Policies

Revised 1/31/2022

Confidentiality

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

Appointment Reservations + Confirmations

Pre-booking your appointment is highly recommended since we book many weeks out. Due to the high demand of appointments, we **require** a credit card on file. **A cancellation without 36-hour notice or a No-Show will result in a charge up to \$100 (depending on type of service) to your credit card.**

TO SCHEDULE AN APPOINTMENT: Please call our office at 203-304-9725 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 Messengers.

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 1-2 days 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 will **not** be considered a cancellation. You must call to cancel any appointment with in 36 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.

We have a 36-hour cancellation policy. If you are unable to make your appointment, please call us no later than 36 hours prior to your appointment to avoid a \$50 cancellation fee.

If you No-Show up to your appointment, you will be charged a \$100 no show fee for your missed service. **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.**

Patients arriving more than 10 minutes late may result in a shortened appointment or a cancellation if there is not enough time to complete the treatment. If your appointment is canceled due to late arrival you will be charged the appropriate Cancellation Fee.

CoolSculpting + Vivace Deposit

CoolSculpting and Vivace treatments **require** a \$100 deposit to hold your appointment. Care Credit or personal check cannot be accepted for a deposit, only credit card. Payment in full is due immediately after treatment.

If you “No-Show” your appointment for Coolsculpting or Vivace, your \$100 deposit is forfeited and you’ll be required to put another \$100 deposit to schedule again. No exceptions.

Required Consents + Documents

All patients are required to complete their medical history, HIPPA, Covid, and Treatment consents **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. We no longer accept Care Credit. We do not accept business or personal checks.

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.

Coupons 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.

Refunds + Returns

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

Laser Hair Membership Update

Both locations now have the Splendor X laser technology and all new and “additional area” Laser Hair memberships will be charged the new pricing. We will no longer be grandfathering old LHR membership pricing when adding a “new” area to your membership.

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

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 services within that specific membership (*example: Botox club monthly funds cannot be used towards Laser Hair Removal*).