



### **Should I make an appointment?**

Once you have decided upon what treatment you would like to have, we recommend that you call as far in advance as possible to ensure you can schedule your treatment at your desired time. As a courtesy, we will confirm your appointment via email and/or text message.

### **What time should I arrive for my appointment?**

In order to get the most out of your visit to our spa, we ask that you arrive 15-30 minutes prior to your appointment. Once you have checked in, we will give you some well-deserved time to unwind in our relaxation lounge, dry sauna or with some complimentary tea, coffee, wine or water.

### **What if I am running late?**

All spa appointments have been designed to allow appropriate time for full enjoyment of each service, relaxation lounge and dry sauna. We want you to feel relaxed, rejuvenated, and not rushed. If you arrive late, it may limit our ability to offer you the fullest possible experience as we may have to then shorten your appointment. We will call you 15 minutes after your scheduled appointment, if you are not present, to help you reschedule your appointment. In the event that you are 15 minutes late and we are able to accommodate you, you will be required to pay for the full service that you were originally scheduled for.

### **Cancellation/Rescheduling of an Appointment**

Please call our office promptly if you are unable to attend an appointment. We require at least 24 hours-notice (Monday appointments must be cancelled by Friday at 4pm), so that your appointment time can be reallocated to someone else. Late cancellations will be considered as a "no show".

### **No Show Policy**

Certain procedures require a non-refundable deposit. To cancel or change an appointment we require 24-hour notice. (Monday appointments must be cancelled by Friday at 4pm) For procedures that do not require a down payment, in the event a 24-hour notice is not given, a fee of up to \$50 per hour will be charged.

### **What if I have some health concerns?**

We want all of our guests to be as comfortable as possible. When making your reservation or purchasing product, please advise us of any health concerns such as allergies, injuries, pregnancy, or special needs that may affect your treatment.

**We treat your skin.  
You treat yourself.**

297 Spindrift Drive  
Williamsville, NY 14221  
716.300.1444



### Medical Spa Treatments

A consultation is required with a licensed esthetician for all of our laser therapies and medical treatments. Consultations are complementary and are a great opportunity for you to discuss any concerns with our team of professionals. Our estheticians will review different esthetic treatments and procedures, pre-and-post treatment care, costs, and answer any questions during this time. A custom treatment plan will be designed to address all areas of concern for each individual.

### How much do your treatments cost?

We do our best to keep all of our guests up to date on any changes that may occur, however, we encourage you to inquire about pricing and available services while making your reservation, as prices and services are subject to change without notice. We require you to have a credit card on file in order to book an appointment. With package and membership pricing, your initial payment must be made the day of your first treatment. The final payment will be due at the time of the second treatment. Please inquire about our care credit financing options.

### Promotions and Loyalty Program

A great way to try a new treatment is to take advantage of one of our special promotions. Promotions and loyalty points can't be transferred or combined with any other offers. Loyalty points can be redeemed towards any service or package and expire in 24 months. Any promotions that apply to injections are valid one per person, every thirty days, and expire in 60 days.

### Discounts

If you are taking advantage of a discounted service, please know that we cannot add an additional discount on top of that. This includes coupons, promotions and Complexions Cash. They must be used prior to the expiration date, unless otherwise noted, and cannot be transferred.

### Return Policy

It is our mission to provide you with the highest-quality skin and body care products with your services. All product purchases, including gift card purchases, are non-refundable. All sales are final.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Spa Representative \_\_\_\_\_

Date \_\_\_\_\_

We treat your skin.  
You treat yourself.

297 Spindrift Drive  
Williamsville, NY 14221  
716.300.1444