

## Mystic Medical Aesthetics LLC Office Policy

1. **Covid-19 Infection Control:** Policies and procedures are in place at Mystic Medical Aesthetics to prevent the spread of Covid-19. Do not visit the office if you are infected with Covid-19, have a known possible exposure in the past 2 weeks, or have any symptoms at all including fever, body aches, headache, loss of taste or smell, runny nose, upset stomach, new onset rash, coughing, sneezing, fatigue, sore throat, nausea or vomiting, diarrhea, difficulty breathing, or shortness of breath. By signing this agreement, you acknowledge the contagious nature of Covid-19 and voluntarily assume the risk and responsibility that you may be exposed to, or infected by Covid-19 when visiting our office.
2. **Cancellation / No-show policy:** In order to help us service our patients with the utmost care and in a timely manner we must have cancellation and no-show policies in place. If you cannot make it to your appointment please cancel or reschedule at least 24 hours in advance. You are responsible for your appointment booking time and texts and email reminders are a courtesy. If you do not give 24 hours notice Mystic Medical Aesthetics reserves the right to charge \$25 for missed appointments and require a \$75 non-refundable deposit for future appointments. For repeated cancellations/no-shows we reserve the right to dismiss the patient from our office.
3. **Follow Up Appointments / Additional Treatments Policy:** At times, patients may require a higher dose of neurotoxin (Dysport/Xeomin etc.), additional product (Restylane, Versa, etc.) or treatments (Laser, Microneedling etc.) in order to obtain their desired result. Pricing is per syringe, per unit, and per treatment. Additional units of neurotoxin, syringes of dermal filler, and other additional treatments are charged at the regular price.
4. **Refunds / Exchanges Policy:** Aesthetic procedure results will vary from patient to patient and are not guaranteed. All services and treatments are non-refundable and non-transferable. No refunds or exchanges. Please fully read the procedure consent forms prior to signing. We will do our best to describe the treatment in detail, as well as provide you with realistic expectations regarding treatment outcomes and downtime. Skincare products may not be returned or exchanged.
5. **Payment:** Payment is due at the time of service. Cash, Venmo, Credit Cards, and in-state checks with a valid ID are accepted. \$75 fee for returned checks.

By signing below I acknowledge that I have read and understand the above policies.

Signature\_\_\_\_\_ Date\_\_\_\_\_

Printed Name\_\_\_\_\_

Witness Signature\_\_\_\_\_ Date\_\_\_\_\_