



THE AGELESS INSTITUTE Policies and Etiquette

The Ageless Institute strives to offer safe, effective and compassionate care to our patients and clients. We are committed to providing the best customer service and sincerely hope you have a pleasant experience with us.

- **FIRST VISIT** – Please arrive 15 minutes prior to your first appointment to allow ample time to check in and complete intake paperwork.
- **LATE ARRIVAL** – If arrival is delayed, we will make every effort to accommodate your full appointment but service time may be abbreviated to avoid delays for other guests. Abbreviated treatments are charged at full value.
- **APPOINTMENTS** – As a courtesy to our clients and team we have a 48-hour cancellation policy on Laser Services and Body Contouring Procedures; a 24-hour cancellation policy on all other appointments. Late cancellations are subject to a \$50 fee or 50% of the service value, whichever is greater. Missed appointments are charged at full value. Appointments may be scheduled directly at 803-262-0897.
- **PRICES & PROMOTIONS** – We are committed to continuously expanding our services to ensure we bring you the latest and best technology. Although we make every effort to keep our website and spa menu updated accordingly, please note that prices, services, and products are subject to change at any time without notice. Special offers and discounts may not be combined. When presented with more than one discount opportunity, we will automatically give the client the discount of greater value at the time of purchase.
- **PAYMENTS** – Because our practice is limited to elective aesthetic medicine, we do not bill insurance. All prices are subject to change without notice. We accept cash, personal checks, Visa®, MasterCard®, American Express®, and The Ageless Institute gift cards. A \$25.00 fee will be incurred for returned checks.
- **GIFT CARDS** – Gift cards may be used toward any service or product offered at The Ageless Institute (some restrictions may apply). Gift cards are not redeemable for cash.
- **REFUNDS** – Services: We do not offer refunds on services rendered. Products: We do not offer refunds on products purchased. Products may be returned for in-store credit within 7 days from the date of purchase when there is a documented allergic reaction to the product. Defective products (i.e., a broken pump) may be exchanged within 7 days from the date of purchase for the same product only. In accordance with federal law, we do not offer refunds or exchanges on prescription products for any reason.
- **PERSONAL BELONGINGS** – Personal belongings are the full responsibility of the guest and should be kept in your possession at all times. The Ageless Institute is not responsible for lost or damaged items.

- **QUIET ENVIRONMENT** – As a courtesy to other guests, please maintain a quiet level of conversation in the office. Additionally, we ask that all guests silence their cell phones during each visit. All children under the age of 15 must be supervised by an adult at all times.
- **PROVIDER REQUESTS** – We respect your desire to be with a particular treatment provider but we may not always be able to meet special requests due to illness, vacations, and unforeseen schedule changes.
- **PRACTICE-CLIENT RELATIONSHIP** – We love having you as a client, but we do reserve the right to refuse service at any time, to anyone, for any reason.
- **FULL DISCLOSURE** – Our goal is for you to be happy with our level of service and to achieve results. We believe in full disclosure, which means we strive to ensure that you understand the details of the treatments you receive and the risks and benefits associated with each of them. With this in mind, please understand aesthetics is not an exact science and response to treatment will vary from person to person. If you have any questions at any time, please contact us. We're here to help!

Scheduling your appointment is your acceptance of these policies.