

# Rhema Aesthetics Cancellation Policy

**Effective Date:** April 28, 2025

Thank you for choosing Rhema Aesthetics! We are committed to providing exceptional care and service to all our clients. To ensure a seamless experience for everyone, we have established the following cancellation policy designed to accommodate your needs while respecting the time of our staff and other clients.

## Notification Requirements

We kindly ask for at least **24 hours' notice** for any appointment changes or cancellations. This allows us to offer the appointment time to another client and ensures our providers can efficiently manage their schedules.

## No-Show and Late Cancellation Fees

To minimize disruptions, no-shows or cancellations made less than 24 hours before the scheduled appointment will result in a cancellation fee based on the time allotted for your service:

15	30 minutes:	\$50
30	360 minutes:	\$100
1	32 hours:	\$150
2	+ hours:	\$200

These fees help us offset the time and resources reserved exclusively for

## you. New Patient Consultations

A **\$50 deposit** is required at the time of booking your new patient consultation.

- If you proceed with treatment on the same day, this deposit will be **applied toward your service fee**.
- If you cancel or reschedule with less than 24 hours' notice, the deposit will be

## forfeited. Late Arrivals

If you arrive late for your appointment, we will do our best to accommodate you within the remaining scheduled time. However, your session may be shortened, or we may need to reschedule you to avoid inconveniencing the next client.

## Emergency Cancellations

We understand that emergencies happen. In cases of illness or unforeseen circumstances, please notify us as soon as possible. We may waive the cancellation fee at our discretion for valid emergencies.

## Refunds and Prepaid Services

Payments for prepaid packages or services are **non-refundable**. If you need to cancel or reschedule a prepaid appointment, please provide at least **24 hours<sup>3/4</sup> notice** to avoid forfeiting the session.

## How to Cancel or Reschedule

To cancel or reschedule your appointment, please contact us at:

[425) 243-9628]

[rhema.medical.spa@gmail.com]

Messages left outside of business hours will be considered received on the next business day.