



OUR POLICIES

Due to the high demand for our Enza Memberships, our client wait lists, and out of respect to our clinicians and our clients, please carefully read our following policies. In the event of an emergency (i.e. family emergencies, illness, relocation), these situations will be at the discretion of our clinicians and schedulers at the time of occurrence. We thank you for respecting our policies, clinicians, and clients.

Canceling/Rescheduling Your Appointment:

Please contact Enza Medispa via phone (715.832.1774) AT LEAST 24 hours prior to your scheduled appointment date and time to avoid cancellation fees.*

**Cancellation is required 24 hours prior to appointment; failure to cancel within the allotted time period or failure to show for appointment will result in a \$25.00 cancellation fee.*

ANY CHANGE TO YOUR APPOINTMENT must be communicated with the Enza Medispa team by 2:00pm on the day prior to your schedule appointment. To modify or cancel a Monday appointment, please call our office by 2:00pm on Friday. If prior notification is not given, you will be charged \$25.00 for the missed appointment.

Appointment Policy:

Arriving late to your appointment will deprive you of valuable treatment time. To avoid delaying the next scheduled client, your treatment will end on time and you will be responsible for the full treatment cost. Arriving more than 10 minutes late to your appointment may result in a \$25.00 cancellation/no-show fee.

- As our clinicians and Enza Medispa services are in such high demand, we encourage you to schedule AT LEAST two weeks in advance to reserve the most convenient time for your schedule.
- All new clients please arrive 5-10 minutes early for appointments to allow time for completing new client paperwork, treatment consent forms, using the restroom, etc.

Gift Certificate and Gift Card Policy:

Gift certificates and gift cards are non-refundable and cannot be redeemed for cash or gratuities. *Enza Medispa* gift certificates and gift cards may only be used for SERVICES and cannot be redeemed for skin care or makeup products. *Enza Essentials* gift cards may only be used for SKIN CARE PRODUCTS and cannot be redeemed for Enza Medispa services or makeup products.

Treatment and Package Expiration:

Packaged services MUST be used in full within two (2) years of initial purchase date. This ensures that you are receiving treatments at the appropriate and instructed duration for your best skin results. Individually pre-paid services must be used within six (6) months of initial purchase date. Failure of use will result in package or pre-payment expiration.

Our Promise:

Our clinicians will be honest with you – treatment results vary from person to person. While we cannot predict *exact* results and outcomes of your services, we always strive to achieve the absolute best results that we can for YOU. **Thank you for choosing Enza Medispa!**

I agree to the above policies:

Client Name (Print)

Client Signature

Date

Witness Name (Print)

Witness Signature

Date