

D'Vine Medical Spa Policies & Procedures

Welcome to D'Vine Medical Spa

Our goal is to provide every patient with a safe, comfortable, and professional experience. The following policies help us maintain appointment availability, ensure fairness to all patients, and allow our team to provide the highest level of care.

Appointment Policy

We kindly ask that patients arrive 10 minutes prior to their scheduled appointment to allow time for check-in and any necessary paperwork.

Patients arriving more than 10 minutes late may be required to reschedule their appointment in fairness to other scheduled patients.

Deposits & Appointment Reservations

- A valid credit card is required to reserve all consultations and appointments.

Standard Appointments

A \$50 reservation deposit may be required to secure your appointment.

- Deposits may be transferred to a new appointment date if rescheduled at least 48 hours in advance.
- Deposits remain valid for up to 30 days from the original appointment date.
- Deposits are non-refundable.

Extended Treatment Appointments

Certain treatments requiring significant provider time may require a \$200 treatment deposit.

Examples may include:

- Facial Rejuvenation, Sculptra, Skin Resurfacing Lasers, etc
- PDO Threads
- Body Contouring
- Package Treatments

For appointments requiring a \$200 deposit:

- Rescheduling more than 48 hours before your appointment: No penalty.
- Rescheduling within 24–48 hours: 50% of the deposit is forfeited.
- Rescheduling or cancelling within 24 hours: 100% of the deposit is forfeited.

Unused deposits may be converted to spa credit at management discretion.

Cancellation & No-Show Policy

We require a minimum of 48 hours' notice for appointment cancellations or rescheduling.

Appointments cancelled with less than 48 hours' notice or missed without notice may result in:

- Loss of reservation deposit
- A cancellation fee charged to the card on file
- Restrictions on future appointment scheduling

Patients with repeated no-shows or late cancellations may be required to prepay for future appointments or may be declined future scheduling.

Appointment reminders are provided as a courtesy via text and/or email. Failure to confirm an appointment reminder does not constitute cancellation.

Patients must contact the office directly by phone to cancel or reschedule an appointment.

Payment Policy

We accept:

- Cash
- Visa
- Mastercard
- American Express
- Discover

Payment is due at the time services are rendered.

Pricing

Prices, promotions, memberships, and services are subject to change without notice.

Product Returns

For health and safety reasons:

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- Opened or used skincare products cannot be returned or exchanged.
- Unopened products may be returned within 7 days of purchase with receipt.
- Approved returns will be issued as spa credit.

Treatment Packages & Series

- Treatment packages and series are non-refundable and non-transferable.
- Packages expire one year from the date of purchase unless otherwise specified.

Memberships

- Memberships may be cancelled at any time after the "Initial Period" of 4 months.
- Any unused membership funds may be converted to D'Vine Medical Spa account credit.
- Membership payments are non-refundable.

Treatment Results Disclaimer

Individual results vary.

While our providers strive to achieve optimal outcomes, no treatment can guarantee specific or permanent results.

Results depend on many factors, including:

- Individual anatomy
- Medical history
- Lifestyle habits
- Sun exposure
- Diet and exercise
- Compliance with treatment recommendations

Before-and-after photos and testimonials represent individual patient experiences and should not be interpreted as guarantees of outcome.

Website & Educational Information Disclaimer

Information provided by D'Vine Medical Spa, including our website, social media accounts, marketing materials, emails, and advertisements, is intended for educational and informational purposes only.

Content is not intended to diagnose, treat, cure, or prevent any medical condition and should not replace consultation with a qualified healthcare provider.

Patients should always seek professional medical advice regarding their individual health concerns and treatment options.

In the event of a medical emergency, call 911 or seek immediate medical care.

Use of information provided by D'Vine Medical Spa is at the user's own risk.

By scheduling an appointment with D'Vine Medical Spa, you acknowledge that you have read, understood, and agree to these policies.

Print Name: _____ Date: _____

Signature: _____

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