

## Pinnacle Point Wellness Client Policies

- Cards on File

Clients are REQUIRED to leave a card on file. If a client refuses to leave a card they have the option of paying in full by invoice at time of booking or booking the last appointment time available and pay cash only. If paying by invoice, the client has 30 minutes to pay. If those options do not work for the client, no appointment can be made.

- Late/No show

Clients are considered late 7 minutes after the original appointment time. These appointments are to be automatically rescheduled and will be charged as a late cancellation. A Late cancellation is any appointment that is removed from the schedule less than 24 hours from original appointment time. The clients first late fee is waived. 50% of the service is charged for the fee. It CAN NOT be used towards another service. It CAN NOT be refunded. The client CAN NOT REBOOK UNTIL FEE IS PAID.

No show appointments are 100% of the service booked. It CAN NOT be used towards another service. It CAN NOT be refunded. The client CAN NOT REBOOK UNTIL FEE IS PAID.

If an appointment is to be cancelled, they need to call in or cancel at the time of confirmation to not incur a fee.

- Confirmation

All clients will receive confirmation of a booked appointment 24 hours prior to appointment. It will be confirmed by telephone, text message and/or email. If an appointment is not confirmed by any of those methods the appointment will be cancelled with no fee.

- Client Expectations

Clients ARE NOT to bring extra people to the appointments. The rooms can only accommodate the client and esthetician. If extra people arrive, those guests will be asked to leave. If the client or their guests refuse, the appointment will be cancelled and can be rescheduled at a later date. No fee will be charged.

No unaccompanied children are allowed.

No children under 12 will be serviced.

No children under 18 will be serviced without a guardian signing the client intake form. The guardian also must be present when service is rendered. An 18 yr old is not allowed to sign off on any service unless they are a legal guardian.

No children under 18 can receive : a needleless lip enhancement, microblading or a chemical peel. A guardian can not sign off on these services due to insurance restrictions.

All Clients are to complete a digital intake form prior to appointment time. If it is not completed, a physical form will have to be filled out. Any time taken to fill out paperwork will be deducted from appointment time. If the service can not be completed within the remaining time no refunds or discounts will be given.

Pinnacle Point Wellness clients are all encouraged to come at least 5 min early to the appointment.