



Please take a moment to review our policies:

### **Appointment/Cancellation policy**

Our goal is to offer the best possible care for our clients while respecting their time and schedules. Because our providers are in very high demand and their schedules fill quickly, we request a minimum of 24 hours when cancelling an appointment.

Please note that once you have booked an appointment with us, it means that we have reserved time in our schedule exclusively for you. **Please provide the courtesy of a 24-hour notice if you are unable to keep your scheduled appointment.**

We do require deposits on all laser and CoolSculpting appointments. Those deposits range from \$100 to \$1000 depending on the procedure being provided. In the event that you fail to come to or cancel your appointment 24 hours in advance, \$100 of your deposit will be forfeited, even if you choose to rebook the appointment. Again, this is **ONLY** if you do not show up for your appointment or if you cancel your appointment with less than a 24-hour notice. If you keep your appointment, your deposit is then credited towards your treatment.

If you late cancel or fail to cancel your appointment three times or more, a \$100 deposit will be required to reserve a time with any of our providers. When you come to your appointment, that deposit will be applied to your treatment.

You can always cancel or reschedule appointments by emailing us at [info@alluraclinic.com](mailto:info@alluraclinic.com) or calling us at (970) 223-0193.

### **Return Policy**

Service packages and pre-paid treatments are not subject to refunds. Package prices and pre-paid treatments are good for 6 months after date of purchase unless otherwise specified. If for some reason you are not satisfied with an un-rendered, pre-paid service, the remaining balance can be used towards other services at Allura.

In the event that you are not satisfied with a skin care product or unable to use a skin care product, it can be returned (unopened) for a refund within 14 days from date of purchase. In the event that the product is opened and a client is not satisfied with the performance of the skin care product or unable to continue using the product, it can be returned for a clinic credit within 28 days of purchase to be used towards other purchases.

### **Check-in**

Please arrive 15 minutes prior to your scheduled appointment time. This will allow us to get you checked in and confirm any important information. Arriving late may interrupt your service and the services of those who follow after you. To keep the serenity of the clinic, we ask that you refrain from using your cell phone.

### **Privacy Policy**

Allura takes privacy seriously. We ensure that the staff at Allura will not discuss client treatments with any other clients. In order to ensure your full privacy, our staff may periodically ask you to verify specific information such as birthdate, phone number or address.

**Gratuities**

The best tip we can receive is your repeat business and referrals. However, if you are exceptionally happy with the service you received during your visit, our providers do accept tips.