

Cancellation*/ Consult/ No Show Policy

ADVANCED MEDICAL SPA & LASER CENTER

APPOINTMENT, CANCELLATION & CREDIT CARD AUTHORIZATION AGREEMENT

Thank you for choosing Advanced Medical Spa & Laser Center ("AMS") for your aesthetic and wellness needs. Our goal is to provide exceptional care while maintaining an efficient schedule for all patients. Missed appointments, late cancellations, and late arrivals impact our providers, staff, and other patients who are waiting for appointments.

Please carefully review the following appointment, cancellation, and payment policies.

Appointment Reservation & Credit Card on File

When you schedule an appointment with AMS, that time is reserved specifically for you and our providers prepare accordingly.

A valid credit card is required to reserve all scheduled appointments.

A **\$50 appointment reservation deposit** is required at the time of booking for all services. This deposit secures your appointment time and will be **applied toward the total cost of your scheduled service** at the time of your visit.

If you provide the required cancellation notice, your deposit may be transferred toward your rescheduled appointment.

Patients who choose not to provide a credit card on file may be seen as **walk-in patients only**, subject to provider availability. Walk-in appointments are **not guaranteed**, and Advanced Medical Spa & Laser Center cannot guarantee that a provider will be available to perform the requested service.

48 Business Hour Cancellation & Rescheduling Policy

A minimum of **48 business hours' notice (Monday-Friday)** is required to cancel or reschedule any appointment.

The 48-hour cancellation period applies to **weekday business hours only** and does not include weekends or holidays.

To cancel or reschedule an appointment, please contact AMS:

Phone: 908-200-1980

Business Hours: Monday-Friday, 10:00 AM – 7:00 PM

Voicemails left outside of business hours will be reviewed during the next business day. The effective cancellation time is based on when the notice is received.

Late Cancellation & No-Show Policy

A **late cancellation** is any appointment canceled or rescheduled with less than **48 business hours' notice**.

A **no-show** occurs when a patient fails to attend a scheduled appointment without notifying AMS.

The following policies apply:

Single Services & Consultations

- The **\$50 appointment reservation deposit will be forfeited** and applied as the missed appointment fee.

Treatment Packages, Prepaid Series & Laser Hair Removal Memberships

- The scheduled treatment session will be **forfeited** for any late cancellation or no-show.
- Missed sessions cannot be reinstated, transferred, exchanged, or refunded.

Failure to comply with this policy or pay applicable fees may result in restrictions on future appointment scheduling.

Late Arrivals

Patients arriving late may have their appointment shortened or may need to reschedule depending on provider availability. This policy ensures that we remain on schedule and respect the appointment times of all patients.

Patients arriving more than **15 minutes late** may be considered a missed appointment and will be subject to this cancellation policy.

Refund & Store Credit Policy

All service sales, treatment packages, memberships, prepaid services, and deposits are **non-refundable**.

If approved by management under exceptional circumstances, a **store credit** may be issued in place of a refund.

Store credits:

- Are valid for **one (1) year from the date of issuance**
- Must be used toward services provided by Advanced Medical Spa & Laser Center
- Have no cash value and cannot be redeemed for cash

Patient Acknowledgment & Credit Card Authorization

By signing below, I acknowledge that I have read, understand, and agree to follow the Advanced Medical Spa & Laser Center Appointment, Cancellation & Credit Card Authorization Agreement.

I understand and agree that:

- ▮ A minimum of **48 business hours (Monday–Friday)** notice is required to cancel or reschedule an appointment.
- ▮ My **\$50 appointment reservation deposit** is required to reserve my appointment and will be applied toward my scheduled service.
- ▮ If I cancel, reschedule, or fail to attend my appointment with less than **48 business hours' notice**, my appointment reservation deposit will be forfeited.
- ▮ If my appointment is part of a treatment package, prepaid series, or Laser Hair Removal Membership, my scheduled treatment session will be forfeited for a late cancellation or no-show.
- ▮ I authorize Advanced Medical Spa & Laser Center to securely maintain my credit card information on file and charge my card for my appointment reservation deposit and any applicable fees authorized under this agreement.
- ▮ I understand that all purchases are final and that no refunds will be issued. Any approved store credit must be used within one (1) year from the date issued.
- ▮ This agreement will remain effective for future appointments unless replaced by an updated written policy from Advanced Medical Spa & Laser Center.

Signature *

Sign above