



LIVE CONFIDENTLY

Cancellation and Refund Policy

Refund Policy

Sonata has a **no-refund** policy for either pre-paid procedures/treatments or procedures/treatments already performed.

If you have pre-paid or put down a deposit for a treatment and cannot complete the procedure, you may apply these funds to other treatments or services in our office, per the discretion of office management.

You have one year from the time of payment to use the credited amount.

No Show/ Cancellation Policy

For surgical procedures and threadlifts:

If you must cancel your treatment, we require 48 hours notice of the cancellation. Please note that we are not able to take your call over the weekend. We require two business days of notice.

If you are not able to give us 48 hours notice, **you will be charged a \$250 re-booking fee.**

For non surgical treatments:

If you must cancel your treatment, we require 24 hours notice of the cancellation. Please note that we are not able to take your call over the weekend. We require one business day notice.

If you are not able to give us 24 hours of notice, **you will be charged a \$50 fee.**

If you no show for a complimentary appointment, you will no longer be able to use that service. Complimentary treatments have no cash value and cannot be transferred.

If you no-show or late cancel for a treatment that is part of a package, you will lose the value of that treatment in the package/or that series in the treatment package.

Our schedule is often booked weeks in advance and a late cancellation negatively impacts other clients who wish to schedule with our providers. We appreciate your consideration.

I understand and accept these policies:

Name

Date

Signature