

Client Booking & Cancellation Policies

Payment

We accept all major credit cards, except American Express. We require a credit card on file for all clients upon booking and will be used as your form of payment. You can always opt to pay with cash or update/add a new card to your file upon check-out. Please note RENEW does not accept personal checks.

Late Arrivals

If you arrive late, we will attempt to accommodate the time remaining on your service. We may be unable to perform certain services for late arrivals due to the time required to appropriately sanitize and prepare between clients.

Cancellations & No-Shows

We value you as a client and friend, and while we understand that emergencies happen, we kindly ask for 48-hour notice to cancel or reschedule your appointment. If a cancellation was made without **at least 24 hours notice, or you failed to show for your scheduled appointment, a \$100 nonrefundable charge will be applied to your credit card on file for Injectables, and a \$50 nonrefundable charge will be applied for missed Laser and Facial appointments.** We will require a deposit to book any future appointments.

We strive to be accommodating and provide a relaxing, educating and healthy atmosphere. Our staff is trained to treat everyone with respect and trust and we hope to receive the same from our clients. If you have questions about our cancellation policy or if you feel that you were incorrectly charged for a missed appointment, please call and speak with us personally about the situation. Again, in the case of timely cancellation, we will not charge your credit card.

Thank you.

X _____ Date: _____
Client Signature

X _____
Printed Name



1032 Turnpike Street, Suite 302
Canton, MA | 781-821-0707