

# CAPSTONE MEDICAL SPA (CMS) FINANCIAL POLICIES

## PLEASE REVIEW AND INITIAL

1. Payment is due at check in for **ALL** services rendered the day of service. Administration does not have control over prices and there are no negotiations. \_\_\_\_\_
2. Cancellation is required 24 hours prior to appointment; failure to cancel within the required time will result in a fee of **\$35**. A No Show is considered failure to cancel or failure to show for a scheduled appointment, this will result in a fee of **\$50**. If you need to cancel you may call our main number at 907-357-9590 option 5 and speak with our Spa assistant or leave a message. Another option would be to email spa@capstoneclinic.com. Clients who have prepaid for package deals who are no shows or have late cancellations for their scheduled appointments will automatically be deducted the cancellation fee from the package balance. \_\_\_\_\_
3. As a courtesy to our clients Capstone Medical Spa's automated system sends out reminder calls 24 hours before your scheduled appointment. If this call is not received for any reason CMS is not responsible. It is our clients' responsibility to maintain their appointment. \_\_\_\_\_
4. Capstone Medical Spa will charge a fee of \$30.00 for any checks marked NSF from the bank. It is also the policy of CMS that the client's account be flagged until the debt has been repaid. \_\_\_\_\_
5. We love children and we understand that you may have child care issue(s); however, it not appropriate to bring your child under the age of 12 to your appointment due to the use of some of our equipment and small treatment rooms. Children may not be left unattended under ANY circumstance for liability issues. You will need to reschedule your appointment should your child(ren) under the age of 12 come with you to your spa appointment. \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_