



Appointment Etiquette & Cancellation Policy

As a courtesy, we confirm appointments 48 hours in advance with your choice of a phone call, or a text. Should you need to reschedule your appointment, please provide at least 48 business hours notice to avoid a cancellation fee of \$50. Thank you for your understanding, as we allocate a significant amount of time and resources for your visit. To ensure that all of our clients receive our full attention, please plan to arrive approximately 15 minutes before your scheduled time to complete paperwork. If you are running late, we would appreciate a phone call or a text at (877) 271-4218 to let us know.

Office Hours

Our normal office telephone hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. If you would prefer a Saturday appointment, please let us know, and we will do our best to accommodate your schedule. After hours, you may leave a voicemail for us and we will get back to you the next business day. Our main number is (877) 271-4218 press x1 for our Rockland office and x2 for our Wakefield office.

Initial Consultation

Your Initial Consultation is complimentary and lasts from 15-30 minutes. During this time, we will discuss your concerns, and the treatments that will be beneficial for your specific needs.

Pregnant or Nursing Women

We ask that you let us know if you are pregnant or nursing. Some treatments and procedures are not recommended for pregnant women. We can suggest treatments that are recommended.

Payment

Payment is required in full at the time of service for medical aesthetic services and products. Advanced payment may be required on some aesthetic treatments, and procedures. **All major credit cards accepted and financing is available through Care-Credit.**