



SPA POLICIES

RESERVATIONS

We encourage you to arrive 15 minutes prior to your appointment so that you may relax, enjoy a gourmet beverage, change and fill out the appropriate forms. It is our top priority to insure we take you at your scheduled appointment time. If you arrive more than 15 minutes late, we may have to reschedule your appointment in fairness to our other patients.

CANCELLATIONS

All appointments must be secured with a credit card. We require a 24-hour notice to reschedule or cancel your appointment, and a 48-hour cancellation notice for Ultherapy and CoolSculpting procedures. A cancellation or no-show fee of \$50 is charged if you cancel or reschedule your appointment within 24 hours.

DEPOSITS

For some procedures that require a significant amount of time to perform, we require a \$300-\$500 deposit to make the appointment. We require a 48-hour notice to reschedule the appointment. If the appointment is rescheduled within 48-24 hours, you will lose 50% of your deposit, if the appointment is rescheduled or canceled in less than 24 hours, you will lose 100% of your deposit.

SERIES PURCHASES

All packages and series expire 3 years after the date of purchase. Series are non-refundable and non-transferable.

GIFT CERTIFICATES

Gift Certificates can be purchased in any amount at any of our locations or online, and do not expire. They may be redeemed for services, series or products. There are no refunds on gift certificates. Greenwich Medical Spa is not responsible for lost gift certificates and lost gift certificates will not be replaced.

AMENITIES

For your comfort, robes, slippers and wraps are provided during your visit. Special attention to your privacy, comfort and relaxation are observed.

PAYMENTS

We accept Cash, MasterCard, Visa, Discover, American Express and Gift Certificates. WE DO NOT ACCEPT CHECKS. You can also finance your treatment with our Cosmetic Payment Plan: CareCredit. Payments must be made in full for all services and series.

RETURNS

No refunds on services, series, gift certificates, deposits and opened products. Unopened products may be returned within 7 days. If you no longer wish to use your deposit towards your treatment, it will become a spa credit which you can use towards other services and products.

Our prices are subject to change without notice.

Above policies also available on our website at: www.greewichmedicalspsa.com/policies

CONTACT US

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