



Cancellation, No Show & Late Arrival Policy

Luminosity Acne Skincare is by appointment only. Your appointment is time reserved exclusively for you and we request that you please review our cancellation policy.

If you have an appointment and need to reschedule or cancel, **we require notice given by 5pm the previous evening in order to avoid a cancellation fee.** For example if your appointment is on a Tuesday, then you must give us notice of cancellation by Monday at 5pm. Giving us adequate notice will allow us the opportunity to attempt to fill in the newly vacant appointment. You may contact us by e-mail (info@LuminositySkincare.com) or call us at 919-840-8184 to cancel. Leave your information on our answering service if we are unable to answer your call.

Clients who do not honor their appointments will be charged a cancellation fee to the card on file as follows:

<ul style="list-style-type: none"> • Failure to show up for appointment • Same day cancellation of appointment • Cancelling <i>after</i> 5pm the day before your appointment 	<p>100% of the treatment service price will be charged as following:</p> <p>\$45 for First Office Visit</p> <p>\$85 for Acne Treatment or Hyperpigmentation Treatment</p>
<p>Late Arrivals</p>	<p>Arriving late will limit the time of your service. Your service is reserved at a specific time and therefore the service will end at its set end time so that the next guest is not inconvenienced. The full service price will apply for late arrivals. In the case of an extremely late arrival where there is no time to perform a treatment at all, the client is still responsible for full payment of service.</p>

I understand that while Luminosity Acne Skincare sends courtesy email and text reminders, I am still responsible for keeping up with my own appointments even if I do not receive a reminder. I authorize Luminosity Acne Skincare to charge the card that I have on file if I fail to give adequate notice for a cancellation.

Client Signature: _____ Date: _____

Parent/Guardian Signature if under 18 years of age: _____ Date: _____

Arriving sick or ill to our office:

For the health and consideration of others, please re-schedule your appointment for another time if you should become ill. Your acne specialist works closely with multiple clients a day and can spread colds, flu, etc. We reserve the right to refuse treatment if we feel it necessary and in the best interest of our clients and staff.