



FLORIDA LAKES
SPA

Appointment Policies

We welcome you to Florida Lakes Spa and wish you a wonderful and relaxing experience. We place immense value in your time and hope you will honor us with the same in turn.

We ask that you consider our policies not as restrictions but as indispensable rules, which allow us to provide high standards of service. Regarding appointment policy fees, these are necessary due to unavoidable expenses and valuable time allocated to clients and patients when you make appointments.

Appointment Deposits: Florida Lakes Spa requires a non-refundable deposit at the time an appointment is scheduled. The deposit will be applied to the cost of the service. Failure to keep scheduled appointments or to cancel the appointment at least 72 hours in advance for our Nurse Practitioner/Physician Assistant, and 24 hours in advance for all other service providers, will forfeit the deposit in its entirety. Appointments may be changed without penalty if the minimum amount of notice is provided.

To Make an Appointment: Please contact us directly or on our website at www.flspa.com. A major credit card is required to secure your appointment. In addition, your scheduled appointment will be confirmed by email, text, and phone call. Please note that these are only courtesy messages, and we ask that you assume responsibility for remembering your appointment date and time. You are also responsible for updating any changes to your phone number and email address with reception.

Arrival Time: Please arrive 15 minutes prior to your appointment to complete paperwork and get checked in so that your treatment can begin on time. We will do everything we can to accommodate late arrivals, however, if we do not have enough time to provide a quality treatment without impacting other clients' appointments, your service may be shortened, or we may need to cancel your appointment and reschedule. **LATE ARRIVAL CANCELLATIONS WILL FORFEIT THE APPOINTMENT DEPOSIT.**

Changes, Cancellations, and No-Shows: The appointment deposit will be forfeited for any no show and for any changes/cancellations made within the 72 hours (Nurse Practitioner/Physician Assistant) or 24- hours (all other services) notice. For clients who currently have a series, you will be charged a fee if you do not abide by the appointment policy. Any outstanding late fees on your account will need to be paid at the time of your next re-booking.

Payments: Payments must be made in full at the time services are rendered. We accept cash, all major credit cards, and valid gift cards. We also accept Cherry patient financing for clients/patients who wish to finance their purchases. An 8% service fee will be added to the total cost if using this service.

Refunds: All sales are final, including purchases of products and services, as well as appointment deposits. If you no longer wish to use your appointment deposit toward the intended treatment and cancel within the parameters, it will become a spa credit, good for 12 months from the date of purchase, for use toward other spa products or services.

Scheduling an appointment with us is your acceptance of these policies.