

# SKINMEDIX

**CLINIC POLICIES**



## **CLINIC POLICIES**

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We look forward to seeing you at SkinMedix. For the optimum treatment please observe our clinic policies designed to ensure every client enjoys their time with us.

## **BOOKINGS**

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We prefer bookings made in advance to best prepare for your treatment. Walk-ins are most welcome, but subject to availability.

## **ARRIVAL**

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Please be punctual. If you have a longer appointment arriving 5-10 minutes before your appointment time allows for a stress-free check in. If you are running late we will do all we can to accommodate you, however, in consideration of the next client, treatments must be completed at the scheduled time.

## **APPOINTMENT AND BOOKING POLICY**

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Sometimes a change in plans is unavoidable. Where possible 24 hours' notice of cancellation is appreciated.

No-shows and last minute cancellations enormously disadvantage both our business and other clients as clients on our waiting list miss out on these times that become available due to lack of notice.

## **LAST MINUTE CANCELLATIONS**

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1st time – OK, so life gets in the way sometimes.... we get a flat tyre, miss the train etc. – we understand.

2nd time – We will contact you to let you know that a \$30 deposit will be required for all future appointments.

## **NO SHOW**

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We will contact you to let you know that a \$30 deposit will be required for all future appointments.

Terms and conditions if a \$ 30 deposit is required to secure your booking:

Your deposit will be held over for your next booking of refunded at the time of payment of your treatment.

If you cannot provide 24 hours' notice you may send a friend or family member in your place so as to not forfeit your deposit.

We cannot accept answering machine messages left overnight or on Sundays and public holidays as this does not give us an opportunity to rebook your time slot.

- If you do not wish to pay a \$30 deposit to secure a booking you are more than welcome to try your luck on the day with whichever therapist is available, but please know we are unable to allocate a specific therapist or time in advance for you.

## **GIFT VOUCHERS**

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We trust you are looking forward to using your gift voucher at our clinic. Please note there are a few conditions attached to your voucher.

You will need to book an appointment to fulfil the voucher.

We require at least 24 hours' notice to cancel your appointment.

If you fail to show up for your appointment your voucher will be considered redeemed.

You are welcome to change the treatment within the value of the voucher or use the voucher towards a different treatment with a higher price point.

You may also use the voucher over several appointments, unless it is a treatment package. You

can use your voucher towards the purchase of products.

We would love to see you in the clinic within 6 months from when your voucher is issued. Please note vouchers have an expiry date.

## **CLINIC ETIQUETTE**

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Out of consideration for other clients please ensure mobile phones are switched off or placed on silent mode.

If you need to make or take a call would you kindly step out of the clinic to do so.

Prams and young children are not recommended in the clinic. If you do find a situation where you need to bring them with you on a short appointment please advise reception at the time of booking to ensure it will not clash with a relaxation treatment in progress. Children will need to stay with you at all times, remain quiet and behave in an orderly fashion, both for their safety and for the comfort and consideration of other clients.

Please note, for safety reasons, children may not enter the laser treatment room under any circumstances.

## **PRICE AND PAYMENTS**

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We accept both cash and major credit cards. Please note we do not accept American Express. All prices include GST. Prices are subject to change from time to time.

## **TRADING HOURS**

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Monday – Closed

Tuesday – 9.00am – 5.00pm

Wednesday – 10.00am – 6.30pm

Thursday – 10.00am – 7.00pm

Friday – 9.00am – 5.00pm

Saturday – 8.00am – 2.00pm

Sunday – Closed

## **CLINIC ATMOSPHERE**

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We have tried hard to create an atmosphere of relaxation and escape. You are most welcome to arrive a little earlier and enjoy some refreshments such as filtered water and fresh fruit, a variety of teas or coffee. There is always soft music playing and new magazines to browse through. All part of our friendly service!

## **RESERVATIONS**

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We recommend you make an advanced booking to secure a time that suits you best and that you rebook your next appointment before you leave the clinic as we do book up quickly. Please note: we keep a waiting list, so if you need a last minute appointment please do not hesitate to call, we will do our best to accommodate you.



**MONDAY | CLOSED**

**TUESDAY | 9 AM – 5 PM**

**WEDNESDAY | 10 AM – 6.30 PM**

**THURSDAY | 10 AM – 7 PM**

**FRIDAY | 9 AM – 5 PM**

**SATURDAY | 8 AM – 2 PM**

**SUNDAY | CLOSED**

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