10 Simple Guidelines for Doing Business with The Skin Coach

1.) **Voucher Use**
I only allow the use of a Groupon, Living Social, or Hownd Discount site Vouchers for First-time clients. Regardless of the treatment, once you become an existing client, we do not accept future vouchers in lieu of treatment.

However, I DO offer competitive pricing for treatments so you will be able to affordably continue with your favorite treatments.

2.) **Groupon & The Skin Coach’s “120- day rule”:**
This “rule” works in the following manner:

a.) Groupon allows 120-days from time of purchase to be scheduled for your initial treatment.

b.) If you purchased a package of treatments, we offer 120-days beyond completion of the initial appointment to complete your treatments in total. Sorry, we cannot hold remaining treatments in escrow! ***No exceptions!!***
c.) For those purchasing Singular treatments, and you have not scheduled prior to expiration of the 120-days allowed by Groupon to schedule, you will have to contact Groupon to extend your voucher or be refunded.

I understand that sometimes scheduling can be a premium at certain "high seasons". However, I am open to clients 5- days a week, and work longer hours during the “High Seasons” to accommodate my very deserving clients, both existing and potential.

**3.) Gratuities are not a part of our pricing.**

Gratuities are not paid to us by Groupon or other discount sites that I have contracts with to bring you the best pricing. Groupon as well as other discount site ask that your gratuity amount paid is according to the pre-voucher price.

A 3% Card Convenience fee is charged for those using credit cards for gratuity. But Venmo, Zelle and PayPal are available for your convenience.

4.) **Paperwork is required of ALL clients**NO treatments will be rendered without paperwork. I make an effort to email paperwork to you prior to coming in for your treatment. Please check the email Inbox of the email that you registered at time of scheduling.

If you cannot fill out your forms, please arrive 10-15 minutes prior to your treatment so your forms can be accomplished in house. Any time used to complete these forms will result in an abbreviated treatment.

5**.) No children under age 14 are allowed in the Treatment area, Hallways of the Salon or in the Reception Area.**
I now share my reception area with a Salon business who asks that children remain with their parents. However, due to space restriction, I cannot accommodate more than the client in my space. You WILL be asked to reschedule if you come to your appointment with a child under age 14.

**6.) No minors under age 14 will be treated in the absence of their parent/guardian without proper consent.**

7.) **I observe a strict 10-minute, no-show/no-call policy** A “No- show/No-call” will result in the $35 Redemption of your Groupon, Hownd, or Living Social Voucher. If you are not using a discount site voucher, a $35 fee must be paid prior to rescheduling your treatment. Avoid paying this fee by just calling, texting or emailing us.

**8.) A 3% Card Convenience charge is applied to services/ product purchases.**

9**.) Tax is charged only for tangible items sold at our establishment.**

10.) **Due to HIPAA Regulations,**
Although not required by the Arizona State Board of Cosmetology, or the Arizona Department of Health (Laser), I follow HIPAA regulation when it comes to note taking regarding treatment(s) and storage of your client record(s)

b.) I do record SOAP notes regarding your treatments. If you would like a copy you MUST furnish a written request for me to give you those notes to you.

c.) Video/Audio recording your services in any fashion without the written permission of the ownership is prohibited.

d.) I may, at times, photograph you prior to your treatments, but not without written consent from you.

All of these guidelines are subject to addition and change. If you have any questions please do not hesitate to contact Angel at (480) 277-9022 or via Email at SkinCoachAZ@Gmail.com