



Synergy Wellness and MediSpa, PC

280 State Rt. 35, Suite 301

Red Bank, NJ 07701

Main: (732) 268-8324 Fax: (732) 383-8638

New Client Financial Policy

Synergy Wellness & MediSpa Financial Policies & Information Collected:

Because we provide elective cosmetic procedures, the care provided at Synergy Wellness & MediSpa is not covered by any medical insurance programs, and we do not participate in any such plans.

Some of the content and medical spa services available in our location and on our website require registration. We may collect contact information (including name, phone number, mailing address, e-mail address, etc.). We may use this information to contact you if the need arises and to send you information about our company and promotional material. You always have the right to opt out of receiving such mailings. Your credit card information may be stored by our client management partner, Stripe, Inc. Credit card transactions are handled by our payment processing partner, CardConnect. We reserve the right to change our client management partner or our payment processing partner at any time and without notice so you should check back with us regularly if this is a concern to you. We reserve the right to use the stored credit card information to pay for continuing or recurring memberships, no show / late arrival fees, and outstanding balances on the client's account.

PAYMENT OPTIONS:

Payment for all medical spa procedures is due at the time of the treatment. For specially package or grouped treatments, payment for the entire package is due at the time of the first scheduled treatment. A credit card may be required to reserve an appointment for treatment scheduled in advance. A \$25 charge (cash or credit card) may be due at the time of the booking to secure the appointment. This may be waived. We provide a number of payment options which may be used individually or combined according to your desires:

- **CASH:**
- **MAJOR CREDIT CARDS:** VISA, MasterCard, American Express and Discover
- **Interest-Free Financing:** CareCredit® and LendingUSA™

CANCELLATION AND REFUNDS:

We understand that a situation may arise that could force you to cancel or postpone your treatment. Please understand that such changes affect not only our staff but our other patients as well, and we therefore request your courtesy and concern. If you need to cancel your appointment, please allow 24 hours to notify us of the cancellation. Failure to cancel or reschedule an appointment without 24 hours notice will result in a \$40.00 late fee. We require a minimum of 24 hours (or Saturday before a Tuesday appointment) notice of cancellation as a courtesy to other patients seeking medical spa services. A fee of \$40 dollars will be charged for non-cancelled and missed appointments. A pattern of missed or non-cancelled visits may result in discharge from the practice.

INITIAL: _____

THERE CAN BE NO REFUNDS FOR SERVICES ALREADY PROVIDED:

In the event that a package or series of treatments has begun, these services will be considered to have been rendered even though the full series may not have been completed. Should you wish to discontinue your treatment in the midst of a series, credit for the pro rata share of unused treatments at the discounted package price may be extended, and this may be used to purchase other treatments or products offered by Synergy Wellness & MediSpa, or it may be transferred to another individual to be used in exchange for treatments or products of comparable value to the credit.

There are no refunds for products or services. Credit may be extended for other services to you or another individual. Returns are not accepted for prescription products.

REVISIONAL TREATMENT OR TREATMENT OF COMPLICATIONS:

The practice of medicine and surgery is not an exact science, and medical spa treatments are the practice of medicine. Although good results are anticipated, there can be no guarantee or warranty, expressed or implied, by anyone as to the actual results you may get. Occasionally additional treatments and/or treatment for problems or complications may be required. These could result in additional charges for which you may be responsible. Your insurance, if you have it, may or may not cover the expenses related to actual complications or other medically related problems arising out of treatment at Synergy Wellness & MediSpa.

*These Financial Policies are subject to change without notice. If you have any questions or need assistance with any financial matters relating to your treatment, please contact the Medical Spa Coordinator for help.

I have read and agree to the above mentioned policies.

Printed Name: _____ / _____

Signature: _____

Date: _____