



TERMS OF SERVICE

Thank you for choosing Sel et Sucre Advanced Aesthetics for your skin care needs. In order to be respectful of our time as well as your own and all our other guests, we have created a terms of service policy. This list is for your awareness of our expectations of you while you visit us.

We kindly ask that you remove any soiled outdoor footwear before entering the waiting room. Because of our shared space we would like to remind you of personal hygiene and to refrain from wearing fragrances that others may be sensitive to. We appreciate your cooperation with keeping noise level in the common area to a minimum. We ask that you do not bring outside food or drinks into the waiting area. Water will be available for you to enjoy.

We do not have a reception assistant; therefore, you may not always be greeted by someone. All practitioners receive their guests from the waiting area prior to their scheduled appointment time. Please plan to arrive early enough to make yourself comfortable and if necessary, utilize one of the restrooms provided prior to the start of your appointment. This allows for maximum use of our time together.

New Guests: All new guests are required to schedule a consultation prior to their first treatment. This is to allow your esthetician to get to know your skin and perform a proper skin analysis in order to suggest the products and treatments that will best suit your needs. It is recommended to come with clean skin, free from products and make-up and if applicable, bring with you your current skin care regime for review. Please plan to arrive allowing additional time to complete intake forms.

Sanitation and disinfecting practices are enforced at all times as per health and safety regulations and rules will be updated and followed accordingly. Our staff will be using masks and gloves during treatments while your use of a mask is optional. We ask that if you are feeling ill to please contact the spa immediately to reschedule your appointment for a time that you are well

Appointments may be cancelled or rescheduled at any time prior to 24 hours before the scheduled appointment time. Guests who cancel/reschedule appointments within 24 hours of the scheduled appointment time will be charged a \$50 fee which will be due prior to booking your next appointment. Cancellation/Rescheduling fees are non-transferrable and non-refundable.

All late/no-show appointments will be charged \$50 or 50% of the cost of the treatment (whichever is greater) which will be due prior to booking your next appointment unless there is an attempt to clarify the reason with the spa. Repeat offenders will be invited to seek their skin care services elsewhere.

When arriving late, Sel et Sucre Advanced Aesthetics will attempt to provide as much of the full treatment as possible with the time remaining of your appointment. If this is not possible or if the offer is declined, you will be charged 50% of the cost of the treatment which will be due prior to booking your next appointment.

Sel et Sucre Advanced Aesthetics accepts cash, e-mail transfers, debit and credit cards. Payment for treatment(s) and product(s) are due at the time of purchase/service. Although cash is preferred you may use any form of payment that works best for you. If any payment is declined, no future appointments may be booked until the declined payment has been received in full. Repeat offenders will be invited to seek their skin care needs elsewhere.

In the event of inclement weather or emergencies, Sel et Sucre Advanced Aesthetics reserves the right to cancel appointments and reschedule for a later date.

For your protection, we ask that you attend your appointment independently (except in the case of minor clients) and expect to fill out client intake forms. It is important to provide a thorough history so that we can develop the safest most effective treatment for you. We ask that you arrive to your scheduled appointment to allow for this but please no earlier than 15 minutes.

Minors under the age of 18 must be accompanied by their parent or guardian for their initial consultation and have written consent to receive treatment(s). All children who are receiving treatments must have a parent or guardian accompany them for the duration of their treatment unless prior arrangements have been made with Sel et Sucre Advanced Aesthetics.

Due to safety and liability insurance, children are not allowed in the spa unless they are receiving a service. Please arrange for childcare during your appointment time. Guests who arrive to their appointment with children will be asked to reschedule their appointment and will be charged a \$50 rescheduling fee which will be due prior to booking your next appointment.

Sel et Sucre Advanced Aesthetics is proud to offer a fully articulating bed (max load 350 lbs) for your comfort. We encourage guests with mobility concerns to contact the spa prior to their initial consultation to ensure we can accommodate your needs as best as possible. For client safety, we reserve the right to confirm if you are within the weight capabilities of the spa equipment.

All sales on retail products and treatments are final except in the case of damaged product. Please note results from treatments and products will vary and are not guaranteed. If you are dissatisfied, please let us know at the time of your treatment and we will find an appropriate solution. Once you leave the spa it will be very difficult to remedy any issue.

We retain the right to refuse service to anyone. Sel et Sucre Advanced Aesthetics has a ZERO TOLERANCE policy for disrespectful and aggressive behaviour from our guests, both while in the treatment room and online/out in the world. Guest's who exhibit poor behaviour will be invited to seek their skincare treatments elsewhere.

You will be asked to sign and date your client intake form to confirm that you have read, understand and accept this information.

Please do not hesitate to ask any questions for further clarification.

Julie-Anne Des Roches

Sel et Sucre Advanced Aesthetics