



A friendly note from LIFE Aesthetic Center:

Your business is important to us and your time is valuable. Due to the higher volume of clients that we have the pleasure and distinction of serving; we will be instituting a new cancellation policy as of September 1, 2021. This policy will assist us in ensuring we provide the best possible customer service experience to you, our client and access to more available appointments for your convenience.

Please review the policy guidelines below that will allow us adequate time to reschedule or cancel your appointment when necessary:

**Cancellations and No Shows for Dr. Jason Lichtenberger:**

- \$35 cancellation fee will be applied for less than 24-hour notice for all services
- No Shows will surrender the \$100 Cosmetic Consultation Fee that is pre-paid at the time of scheduling

**Cancellations and No Shows for Chris Stacey, PA-C:**

- \$35 cancellation fee will be applied for less than 24-hour notice
- No shows will be charged \$100 for missed appointments

**Cancellations and No Shows for Kass Jones, Master Esthetician:**

- \$35 cancellation fee will be applied for less than 24-hour notice
- No shows will be charged 50% of their scheduled service/treatment
- Missed treatments for pre-paid packages will be deducted accordingly

We understand that a situation may arise that could force you to postpone your treatment and we want to be able to respond appropriately by allowing you to reschedule and our other clients the option of an available appointment time. We strive to offer courtesy reminder calls to our clients and ask that you also keep track of your scheduled appointment.

Please let us know if you have any question regarding this policy as we will be happy to review any of the content. We sincerely appreciate your understanding and look forward to serving you.

**Your signature below will confirm that you have been notified of this specific policy.**

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Signature

Date