

**LITE TOUCH MEDICAL SPA**  
4211 PLESANT VALLEY RD. ST 200  
CHANTILLY, VA 20151  
703-263-1260 FAX 703-657-0626

**HOURS**

Monday, Wednesday, and Friday 10-6  
Tuesday and Thursday 10-8  
Saturday 10-3

**LITE TOUCH MEDICAL SPA'S OFFICE POLICIES**

- **Cancellations:**
    - As a courtesy, one of our concierges will give you a reminder call the day before to confirm your appointment. If we do not speak directly to you then a message will be left if that option is available. It is still your responsibility to remember your appointment. As a courtesy to other clients and the technician, appointments for treatments must be cancelled 48 hours in advance otherwise your account will be charged \$100 on your next visit. Additionally, failure to cancel an appointment within 48 hours prior to a pre-paid package treatment will result in a loss of that session from your package. The only exception will be medical emergencies, death in the family or force majeure. You may be asked to provide documentation to substantiate such claims. If documentation is required of you it must be provided at or before your next scheduled visit.
  - **Late Arrivals:**
    - If a patient arrives late to their appointment at Lite Touch Medical Spa, the Spa will still perform any procedures wanted by the patient as long as their treatment time does not overlap with another patient's appointment. If the appointments overlap, the late patient then has the option to reschedule their appointment or wait until the patient who was there for their appointment on time to be treated.
  - **Coupons:**
    - Only one coupon will be accepted per treatment. (i.e. Spa finder, gift card, Merchandiser coupon, etc.)
  - **Customer Support for Medical Spa Products:**
    - Lite Touch Medical Spa Staff will no longer provide "ADVICE" regarding use of products purchased outside our facility. This includes skin care products purchased from the Internet, other Spa's, etc. We are committed to patient safety and cannot guarantee the quality of products sold outside of our facility. If any of our patients have a reaction and Lite Touch Medical Spa knows that the patient purchased products by the Internet, Lite Touch Medical Spa will be clear of any responsibility resulting from this incident and the Spa will not be held responsible in anyway for the reaction. We care about you and your safety.
  - **Return Policy:**
    - ALL PACKAGES MUST BE PAID IN FULL BEFORE FIRST TREATMENT OR THE AGREEMENT MAY BE VOIDED. THERE ARE NO REFUNDS –**SPA CREDIT ONLY.**
    - ALL SERVICE SALES ARE FINAL.
- PLEASE NOTE: ALL SALES FOR PRODUCTS ARE FINAL\*

**The professionals in the faculty are busy and cannot stop procedures or consultations in order for patients to take cell phone calls. Please, when you enter the Spa, turn off your cell phone so there are no disturbances during your stay at Lite Touch Medical Spa.**

**PATIENT'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
**WITNESS:** \_\_\_\_\_