

Important Policy Updates

In response to heightened business demands and market fluctuations, we are implementing the following policies, effective immediately. We request your attention to these adjustments. Should you have any inquiries or require further clarification, please do not hesitate to contact us via email or phone.

Enhanced Office Practices:

1. **Cancellation Policy:** Patients needing to cancel their appointment must provide a **24-hour notice**. Failure to do so will result in a **\$50.00 non-refundable cancellation fee**.
2. **Office Lunch Hours:** Our office will be closed for lunch **Monday-Friday from 12:15-1:15 pm**. If you need to contact someone during that time, please leave us a voicemail or email us, and we'll get back to you.
3. **New Esthetic Treatments:** Small esthetic treatments (i.e. facials, chemical peels, or consultations) require a **\$50.00 non-refundable fee upon booking**, which will be applied towards your treatment. Large esthetic treatments (i.e. laser hair removal or a treatment that uses a machine) require a **\$100.00 non-refundable fee upon booking**, also applied towards your treatment.
4. **New Botox Patients:** A **\$50.00 non-refundable fee** is required upon booking new Botox patients, which will be applied to your treatments.
5. **Walk-In Policy:** Please note that we do not accept walk-ins of any kind, as they may disrupt appointments scheduled with our patients.

General Questions:

- Email us at info@renewhsv.com and please ensure you clarify what you're looking for us to assist you best.
- Call us at [\(256\) 489-4808](tel:2564894808) and listen to all the options listed to select the option best for your call.

Thank you,
Renew Medical Spa Team