

## **Policies, Terms and Privacy**

Amethyst Facial Acupuncture + Skin Care, LLC is committed to providing the best possible care for our patients. Please make yourself familiar with the policies listed below. Our policies have been designed to make sure you have a positive experience.

### **ARRIVAL**

Our clients are asked to arrive 10-15 minutes before their first appointment to fill out any necessary paperwork. We understand that things come up that are out of your control. Should you arrive later than your appointment time, you may have a shortened service, or you may still receive your full service if time allows.

### **SCHEDULING APPOINTMENTS**

Scheduling an appointment with Amethyst Facial Acupuncture + Skin Care, LLC can be done through our MIND BODY™ online scheduling tool. You can set-up appointments via our website, Facebook page, and Google search. Or you can simply download the MINDBODY™ app on your phone, add Amethyst Facial Acupuncture + Skin Care, LLC to your favorites and book your appointments on the go, anywhere and anytime.

The online scheduler will ask for your contact and credit card information. Your credit card will be charged at the time of scheduling. Facial acupuncture patients can opt to pay upfront for a full schedule of 6 (and save \$125) or 12 appointments (and save \$600). We will keep track of remaining prepaid appointments as you schedule. Also, we will automatically remind you of upcoming appointments via text and/or email. All you have to do is indicate your choice when you set-up your account.

### **CANCELLATION POLICY**

Cancellations made 24 hours in advance can be made via the MINDBODY™ online scheduler. If you cancel or reschedule an appointment with at least 24 hours' notice, you will not have to pay any fees.

Patients providing less than 24-hours' notice will be charged the full appointment amount. Patients who fail to arrive to a scheduled appointment without providing notice will be charged the full appointment amount.

Should an emergency situation arise, please share that information with us by emailing [Info@AmethystAcu.com](mailto:Info@AmethystAcu.com). Each situation will be dealt with on an individual basis.

To guarantee the availability of your desired appointment time, we suggest you schedule your treatment series after the first appointment.

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### **TERMS OF SALE**

All sales are final. The 12-Session Package, 6-Session Package or Gift Certificates can be used within 12 months from date of purchase. Unused herbal formulas/tablets/pouches or products cannot be returned for refund.

### **COMFORT**

Our licensed acupuncturists are trained to assure you are properly covered during the treatment. Your privacy will always be respected.

Most body treatments can be enjoyed fully clothed; however, there may be instances where we ask that you use a medical robe so we may access acupuncture points on the torso.

These treatments are for your ultimate benefit and enjoyment, so please let us know your preferences for the room temperature, table temperature, massage pressure, aromatherapy, or the volume of the music. For complete relaxation, we request that cell phones and pagers be turned off while in the treatment rooms.

### **YOUR HYGIENE AND HEALTH**

Please arrive at your appointment clean. If you are coughing, sneezing or unable to lie still due to illness, we will likely choose not to treat you for facial acupuncture but you may opt to be treated for your cold/flu instead (using body points). If you are unsure, please email [info@amethystacu.com](mailto:info@amethystacu.com) to determine whether to keep or reschedule your appointment.

### **EXISTING AND NEW MEDICAL CONDITIONS**

It is your responsibility to keep the acupuncturist informed of any medical treatment currently being taken and to provide written permission from your physician, chiropractor, physical therapist, etc. that the treatment may be continued. The client must also keep the acupuncturist informed of any changes in existing health conditions so that we are best able to treat you.

### **CONVERSATION, CONFIDENTIALITY, AND COMPLIANCE**

Discussions between you and your licensed Amethyst Facial Acupuncture + Skin Care, LLC acupuncturist are confidential. You may or may not choose to talk during the treatment. We are happy to listen to your conversation and share our professional expertise. As a patient/client, all information you share about yourself will be kept confidential. We will never sell, share, or distribute your personal information. Amethyst Facial Acupuncture + Skin Care, LLC is HIPPA and OSHA compliant.



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### **PHOTOS**

In order to track your progress, we will take photos before, after, and sometimes midway through the series of treatments. These photos will be kept confidential in your file. Amethyst may be interested in using your photos to demonstrate success stories, therefore we will ask you to sign a photo release form at your first appointment. You are not obligated to sign this form. However, if you choose to release your photos, we will offer the option to maintain your anonymity by blocking-out any personal traits that could reveal your identity (i.e. eyes, birthmarks, etc.). We will share the final photo with you and we will not disclose your name unless you give your consent.

### **OTHER**

Amethyst Facial Acupuncture and Skin Care, LLC is not responsible for lost or stolen personal items.