

Appointment Policies

At The Ageless Center, we do our best to accommodate your scheduling requests. To assist us in this task, we have established the following Appointment Policy.

Deposits

All new clients and current patients who have had 1 previous “no show” or 2 cancellations, will require a \$100 deposit. If during your appointment you and your Provider decide you are not a candidate for the treatment or you decide to not get treated your deposit will be refunded to you that day. If you cancel or reschedule within the **24** hour cancellation policy before your scheduled appointment time, your deposit will either be refunded or applied to the rescheduled appointment. For “No show” appointments, which are appointments cancelled or rescheduled not within the 24 hour cancellation policy of your scheduled appointment time, your deposit will be forfeited. Extenuating circumstances will be addressed on a case by case basis.

Late Arrivals

Arriving on time for your appointment is very important and allows us to provide you with the best possible care and customer service. We understand traffic and other events beyond your control can dramatically affect arrival time, so please plan accordingly. In an effort to make sure all our patients are allowed their full appointment time here is our new policy. If you are 10 minutes late for your scheduled appointment you may need to be rescheduled. We will make every effort to accommodate you if our schedule allows extra time. However, if our schedule is completely booked for the day, we will need to reschedule your appointment. To prevent a late arrival, we ask that you plan to be here 10- 15 minutes prior to your scheduled appointment.

No Show

If you do not show up for your scheduled appointment without notice to our front desk of any extenuating circumstances or within our 24 hour cancellation policy, your account will be charged a \$50 no show fee. This fee will need to be paid before you can schedule another appointment with us.

Confirmations

Confirming your appointment with us is very important to how our day is structured and to help make sure our day will run smoothly. One of our staff members will call you within 24 hours of your scheduled appointment to confirm. If we are unable to reach you by phone (voicemail is either not set up or full, phone number not accepting incoming calls, wrong number, etc.), we will attempt to reach you by either text (SMS) or email to confirm your appointment. If we have not heard back from you on the day of your scheduled appointment, all unconfirmed appointments will be moved to a Wait List. Please keep in mind that if your appointment is wait listed, we CANNOT guarantee you will be seen that day. Every effort will be made to accommodate, however confirmed appointments will take priority.

Dermal Fillers Injection Fee

In the course of a dermal filler treatment, there are times when the entire syringe may not be able to be used due to swelling or possible complications. If such a situation arises, we will schedule you to come back for the remaining product or in the event any corrections need to be made. However, if the patient decides to wait and have the remaining filler injected at a later date, there will be a \$180 injector fee charged to come back within 30 days of original appointment. We only hold remaining product for 30 days. If you need more filler after the 30 days, you will need to purchase additional syringes to be injected. You will need to schedule with the same provider who treated you for any product you have remaining within 30 days of your first appointment or if any corrections need to be made.

Children

Children are not permitted in the treatment rooms due to safety issues for you and your child. If you have to bring a child with you to your appointment, they must be accompanied by another adult who will be supervising while the other person is receiving treatment. However, children will not be permitted in the treatment rooms. We do not treat anyone under the age of 18.

Cell Phone Etiquette

Cell usage is not permitted in the treatment rooms once your Provider comes in to treat you. As a courtesy to our other patients, please do not have your cell phone on speaker while in any of our common areas.