

SKIN + TONIC COMPANY POLICIES (REV 2026)

Skin + Tonic

Medical & Laser Aesthetics

Staffing Services provided by Jenifer L. Gibson Staff Services LLC d/b/a Skin + Tonic.

Direct Medical oversight provided by Dr. M. Craig, MD and GFE by Qualiphy

Other MSO agreements overseen by G V Gibson Jr Do PLLC and Dr Young DO (as applicable by specific service agreements)

1) OUR COMMITMENT

Skin + Tonic's mission is to provide ethical, safe, medically appropriate aesthetic care with honest education, individualized treatment planning, and client safety as our top priority.

2) ONLINE BOOKING TERMS & APPOINTMENT CONFIRMATION

- All online booking requests are **subject to approval**.
 - Appointments are not guaranteed until **confirmed** by the Practice.
 - Confirmation is sent by email **approximately one (1) week prior** to the scheduled appointment and text reminder at 24 hours prior to appt.
 - The Practice specializes in **custom treatment planning**; services, pricing, and recommendations are determined by medical evaluation and client goals.
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3) PRE/POST CARE RESPONSIBILITY

- Clients are responsible for reviewing **pre- and post-treatment instructions 7–10 days prior** to their appointment.
 - Instructions are available on the Practice website and are required for **safety, clearance, and results**.
 - Failure to follow required instructions may result in postponement/cancellation and applicable fees, and **no refunds**.
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4) RETAINER & PAYMENT AUTHORIZATION

- A **minimum \$50 non-refundable retainer** is required to schedule appointments, this retainer can be applied to payment for consultation and required medical evaluation.
- Certain appointment types may require a **higher retainer(e.g., \$150 retainer or \$250 injectable retainer)** as disclosed at booking.

- By requesting/scheduling an appointment (online or with staff), you **authorize** Skin + Tonic to charge the card on file according to these policies.
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5) CREDIT CARD ON FILE & BILLING REQUIREMENTS

5.1 Credit Card on File

- A valid credit card must be maintained on file to schedule services.
- If no valid card is on file **48 hours prior** to an appointment, the appointment may be canceled and a card and/or retainer will be required for future scheduling.

5.2 Declined/Inactive Card & Delinquency

- If a card is declined/inactive, services may be suspended until payment is made.
- To reschedule after a decline or cancellation related to payment, updated card information must be provided.
- If services were rendered prior to decline, balances must be paid in full immediately or face legal action.

5.3 Repeat Payment Violations

- A second payment violation may require **management approval** to reschedule and may include a **\$100 administrative fee**.
- Clients with repeated violations may be required to prepay future services or could be exited from the practice.

5.4 Refusal to Keep a Card on File

- If a client refuses to keep a card on file, the Practice may require a **non-refundable retainer up to payment-in-full at check-in**.

5.5 Card on File Belongs to Another Person

- If a third party's card is used, the cardholder must sign a **credit card authorization form**, and the Practice must have the cardholder's ID and card documentation on file.
 - If required forms/photos are not provided, the appointment may be canceled and applicable cancellation fees will apply.
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6) CANCELLATION, RESCHEDULING, NO-SHOW & LATE ARRIVAL

6.1 Cancellations / Rescheduling

- **48 hours' notice** is required to cancel or reschedule.
- Changes within 48 hours may result in:
 - forfeiture of any retainer, and/or
 - a **minimum \$50 fee up to the full retail cost** of the scheduled service, charged to the card on file.

6.2 No-Shows

- Failure to arrive without notice will result in a fee of **\$50 & up to 100%** of the scheduled service fee.
- Clients with repeated no-shows/late cancels may be required to prepay or could lose booking privileges.

6.3 Deposits & Store Credit Rules

- If canceled with **more than 48 hours' notice**, any retainer will remain as **store credit** (unless otherwise specified in writing).
- Retainers/Deposits are **non-refundable**. Time-limited credits (when offered) expire per the terms disclosed at booking.

6.4 Late Arrivals

- Arrive at least **5 minutes early** for check-in/paperwork.
- Arriving more than **15 minutes late** may require rescheduling at the Practice's discretion, with a minimum fee of **\$50 up to full retail cost**.

6.5 Reminders

For appointments scheduled at least one (1) week in advance, clients may receive:

- confirmation upon booking,
 - a 1-week email reminder, and
 - a courtesy 24 hour text reminder prior to the appointment
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7) CONSULTATION FEE POLICY

- A **\$50 consultation fee** covers provider time, education and Medical Staffing Review and clearance for treatment.
 - If client wishes to have a consultation without medical exam for clearance, said consultation fee may be applied to services within the next 30 days, note that the medical review must be obtained prior to any treatments can be rendered.
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8) NO GUARANTEED RESULTS / NO REFUNDS / NO EXCHANGES

- Aesthetic medicine involves both predictable and unpredictable outcomes; **results are not guaranteed**.
- **No refunds or exchanges** are offered on any services, packages, memberships, deposits/retainers, or products, whether rendered or not.
- Additional treatments needed to pursue desired results are the client's responsibility.
- Complications may require additional care; unless otherwise stated in writing, follow-up/corrective services are **at client expense**.

Chargeback/Dispute Notice: By signing consents and acknowledging policies, clients agree to waive any right to dispute/chargeback any Practice's fee per the terms of this policy and acknowledge responsibility for charges authorized under these policies.

9) PAYMENT METHODS, PROCESSING FEES, FINANCING & LATE FEES

9.1 Accepted Payment

- Credit/debit cards, zelle, venmo, cash (no processing fee); approved third-party payers; approved financing; approved trade.

9.2 Credit Card Processing Fee

- Effective **January 1, 2025**, processing through **Slice** assesses A **3.9% credit card processing fee** to the cardholder on applicable transactions (non-refundable).
- Members have the benefit to avoid credit card processing fees by way of charging the card on file or swiping with our clover processor.

9.3 Payment Plans & Financing

- All Payment plans may include a **5% administrative fee**.
- Cherry/CareCredit and other financing terms are subject to approval and written agreement.
- Transactions over **\$3500** may request extended terms where available and management-approved.
- In-house financing (when offered) is limited and requires written & signed agreement.

9.4 Late Fees

- Late fees may apply to delinquent balances, including **percentage-based late fees** and/or **daily late fees**, depending on the agreement type (standard client account, third-party payer agreement, model agreement, or membership). The standard fee, but not limited to, is 5% of the delinquent balance past 3 days assessed every 10 days thereafter until balance is paid in full.

10) THIRD-PARTY PAYMENT POLICY

When services are paid by a third party ("Third-Party Payer"):

- The Third-Party Payer must provide written authorization to charge their payment method.
- The client remains responsible for ensuring payment is successfully completed and for any remaining balance.
- If payment fails, services may be suspended until paid and late fees may apply per agreement.
- Disputes are governed by **Michigan law** and resolved in **Livingston County** courts.

11) TRADE / IN-HOUSE TRADE OPTIONS

- Trade services require **management approval** in advance.
- A store credit for agreed fair market value (FMV) may be issued to the client account.
- Store credits are **non-transferable**, have **no cash value**, and may be forfeited if not used within a reasonable timeframe.

- Trade and Trade First clients remain subject to all cancellation, payment, and clinic policies.
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12) MODEL POLICY AGREEMENT

Model treatments are voluntary and used for training/education:

- Performed by interns/externs/technicians where applicable, under medical supervision.
 - Results are not guaranteed; informed consent is required.
 - Payments (even discounted) are non-refundable/non-transferable.
 - Photo/video is required as part of participation; identity protection efforts are made but anonymity is not guaranteed.
 - Failure to meet model requirements may result in full retail charges.
 - Late payments may incur fees (including percentage and administrative fees) and accounts may be sent to collections after stated timelines.
 - Clients may opt out **before treatment** without penalty; after treatment, all signed terms apply.
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13) MEMBERSHIP POLICY

Membership is a **12-month consecutive term**:

- Membership discounts and benefits depend on the selected level.
 - Application fee (if applicable) is **non-refundable**, non-transferable, and non-bankable.
 - Vouchers/rewards expire as stated; no extensions/cash value.
 - A valid card must remain on file; declined cards must be replaced within **48 hours** or benefits may be canceled and remaining dues accelerated and subject to forfeit of funds on credit.
 - Membership fees and benefits are **non-refundable and non-transferable**.
 - Cancellation requires **30 days' written notice** prior to renewal; early termination by way of failed payment will result in loss of benefits and banked funds.
 - Delinquent accounts may be sent to collections; members are responsible for collection costs.
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14) TREATMENT PLANS NOT RENDERED / FAILURE TO SCHEDULE

- Treatment plan services must be used within **12 months of purchase**, unless otherwise stated in writing.
 - Unused/expired services are **non-refundable** and **non-transferable**.
 - If services are interrupted for any reason, the remaining services may be forfeited and collections may apply.
 - Clients acknowledge responsibility to schedule within recommended intervals for optimal results.
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15) HIPAA PRIVACY NOTICE & INFORMATION PRACTICES

15.1 Use/Disclosure of PHI

Skin + Tonic may use/disclose PHI for treatment, payment, quality evaluation, and administrative operations as permitted by law. Clients may request restrictions; the Practice is not required to agree. Consent may be revoked in writing.

15.2 Authorization for Release of PHI

By signing consent forms, clients authorize verified parties to request/receive PHI for treatment/payment/operations as permitted.

15.3 HIPAA-Compliant Systems & Breach Notification

The Practice uses HIPAA-compliant systems (including CRM/portal). If a technology/data breach occurs, affected clients will be notified in accordance with applicable regulations. (Clients acknowledge that third-party server security is outside the Practice's direct control.)

16) WEBSITE PRIVACY & COOKIES

Collection

Skin + Tonic collects personal information (name, contact info, payment details) and may collect technical data (IP address, browser type, referrers) for operations and analytics.

Use

Information is used to provide services and may be used to share updates/promotions. Trusted partners must keep data confidential. Sensitive information is shared only with consent or as required by law.

Cookies

Cookies may be used to personalize experience. Clients can adjust browser settings to accept/reject cookies.

Security & Updates

Data is stored on secured servers. Policies may be updated; clients are responsible for reviewing updates and may be required to sign annual acknowledgments.

Contact: 113 W. Grand River Ave, Brighton, MI 48116 | 810-522-4799 | skinandtonic.brighton@gmail.com

17) PORTAL & TEXTING POLICY

Text Line

No private chart information is shared via text. Photos/info received via text are uploaded to the client's HIPAA-compliant chart and removed from the text feed routinely. By signing this agreement you are agreeing to the use of these communication lines.

Aesthetic Portal

Clients may access a HIPAA-compliant portal for consents, pre/post instructions, scheduling, and messaging. Information is not shared with third parties unless required by law.

Portal access is available through "BOOK NOW" at www.skinandtonicbrighton.com (login required; staff can assist).

18) PHOTO & VIDEO CONSENT POLICY

- Photos/videos may be taken before/during/after treatments for medical documentation, monitoring, education, and optionally marketing/research.
 - Media is stored in a HIPAA-compliant system
 - Photo documentation may be required for treatment; refusal may result in cancellation without refund.
 - Photos sent via text are uploaded to the clients chart and removed from the texting portal after upload.
 - Clients may opt out of **social/marketing use** by submitting a written request to skinandtonic.online@gmail.com, must sign this agreement and request to sign an opt-out addendum.
 - If no opt-out is requested, signed policies serve as authorization for the stated uses.
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19) SUPPLIER ACCOUNT SETUP AUTHORIZATION

Clients authorize creation of accounts with partner suppliers (e.g., Epionce, Jan Marini, Evolus, Allē but not limited to) for discounts/rewards/education. Clients may opt out by written notice within **7 days of first treatment** to skinandtonic.online@gmail.com.

20) INJECTABLE POLICIES

20.1 Injectable Treatments (Excluding Neurotoxins)

- A **\$250 up to the full retail cost as a non-refundable deposit** may be required to schedule injectable services (excluding neurotoxins), applied to treatment.
- Provider determines product selection, dosing, and placement based on clinical judgment. Failure or request to deviate from the recommended dosing will not be given adjustments at a reduced price.
- Results are not guaranteed; risks include bruising, swelling, infection, allergic reaction, and other complications.
- Additional services/touch-ups requested or required are at client expense except for neurotoxins, clients that approve the recommended unit dosing requiring adjustments must notify management in writing, accompanied with applicable photos within 21 days of original injection date. According to these terms adjustments are eligible for a reduced cost as low as 50% of retail cost up to 10 units. Any additional units will be billed at regular retail rate.

20.2 Neurotoxin Treatment Policy

- Consent required. The provider determines toxin type, dose, and placement.
 - If a client disagrees with the plan, the provider may refuse service.
 - Follow-up required within **10–14 days** (or **21 days for Daxxify**) for evaluation/adjustment eligibility.
 - If satisfied, the client may submit active-expression photos for nurse review; follow-up may be canceled if approved.
 - Missing the follow-up window may forfeit reduced-rate adjustments (e.g., \$8/unit) when applicable.
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21) LASER & LASER HAIR REMOVAL CONSENT & POLICY

- Laser hair removal typically requires a series (often **8+ treatments**) for optimal reduction; maintenance is recommended.
 - Clients are responsible for scheduling at recommended intervals; missed intervals may reduce outcomes and require additional paid treatments.
 - No guaranteed outcome; response varies by skin type, pigment, hormones, medications, and physiologic factors.
 - Risks include irritation, redness, pigment changes, and potential scarring.
 - No refunds/exchanges; services are non-transferable.
 - If a client arrives not having followed pre/post instructions, the Practice may reschedule and apply a **\$50 fee**.
 - After a series of 8 treatments maintained at appropriate intervals are eligible for maintenance plan pricing rate of \$99/hour.
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22) HRT & GLP-1 SERVICES WITH DR. YOUNG, DO (MSO POLICY)

Services are provided under collaboration with **Dr. Young, DO**

Dr. Young, DO performs Good Faith Exams (GFE), determines eligibility, dosing, prescribing, and follow-up protocols.

- Skin + Tonic functions as an MSO and does **not** diagnose, prescribe, or manage medical treatment decisions for HRT/GLP-1.
 - Skin + Tonic facilitates scheduling, lab draws per protocol (OSHA/CLIA guidelines), coordination, and payment processing as applicable.
 - Clients acknowledge Dr. Young, DO is the medical decision-maker, and Skin + Tonic is not liable for medical outcomes of provider-directed care.
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23) PARKING INFORMATION

Located off **I-96 Spencer Road Exit**:

- Turn right at Grand River & Main
 - Immediate left onto one-way street
 - First lot marked **Private Parking**
 - Walk up hill; **third door on the right**
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24) POLICY UPDATES & COPIES

- Policies may be updated at any time and will be posted on www.skinandtonicbrighton.com.
 - Clients may request a written copy of policies at any time.
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EMPLOYEE POLICY (INTERNAL): PRIVACY & ELECTRONIC MONITORING

Jenifer L. Gibson Staff Services LLC d/b/a Skin + Tonic provides electronic communication systems (“ECS”) for business use, including computers, email, internet, mobile devices, cloud storage, scheduling/CRM platforms, and communication tools. All ECS, equipment, and data are Company property.

No Expectation of Privacy

Employees have no expectation of privacy when using Company systems, equipment, or networks. The Company may access, review, monitor, audit, or disclose data created/received/stored on Company systems at any time, with or without notice, as permitted by law.

Monitoring & Compliance

Monitoring may occur in real time or retrospectively to support operations, security, professionalism, and compliance with applicable laws (including harassment/discrimination, HIPAA, and security requirements).

Offsite Access to CRM/Documentation

For the protection of privacy and data security, no current employee, former employee, contractor, representative, or affiliate of Skin + Tonic is granted or implied any right to access client information, company records, systems, or data without the express written authorization of the Owner.

Protected Rights

Nothing in this policy limits employees' rights under the **National Labor Relations Act (NLRA)** to discuss wages, hours, benefits, working conditions, or engage in protected concerted activity.

Violations

Misuse may result in discipline up to termination. Questions should be directed to a supervisor or Clinic Owner.