

SKIN + TONIC COMPANY POLICIES — SHORT VERSION (2026)

Skin + Tonic Medical & Laser Aesthetics

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

Medical oversight provided by designated supervising physicians pursuant to applicable MSO agreements.

Our Commitment

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

Appointments & Booking

- All appointment requests are **subject to approval**.
 - Appointments are not guaranteed until **confirmed**.
 - A copy of a credit card and photo ID are required to secure any appt. Request, and the right to charge the provided card is authorized by the acceptance of this policy according to our no show, late cancel, GFE fees but not limited to.
 - Email confirmation is sent approximately **1 week prior**, with a **24-hour text reminder**.
-

Pre & Post Care

- It is the client's responsibility to review all pre- and post-treatment instructions at least **7–10 days prior to their appointment**. If a contraindication or condition exists that would prevent treatment, clients must notify our staff no later than 48 hours before their scheduled appointment. Failure to do so may result in being charged the full retail value of the reserved service
 - Failure to follow instructions may result in postponement, cancellation, fees, and **no refunds**.
-

Retainers, Payments & Credit Card on File

- A **minimum \$50 non-refundable retainer** is required to book most appointments.
 - Certain services require higher retainers (e.g., \$150 or \$250) as disclosed at booking up to 50% of the retail price.
 - A **valid credit card must remain on file** as well as a current drivers license and cc.
 - By booking, you authorize charges per these policies.
-

Cancellations, No-Shows & Late Arrivals

- **48 hours' notice** is required to cancel or reschedule.
 - Late cancellations or no-shows may be charged **\$50 up to 100%** of the scheduled service.
 - Arriving **15+ minutes late** may require rescheduling and a fee assessed.
 - All Retainers are **non-refundable**
-

Consultations

- A **\$50 consultation fee** covers provider time and medical review.
 - Consultation fees may be applied to services if treatment proceeds per disclosed terms of service does not require a GFE.
-

No Guarantees / No Refunds

- Results are **not guaranteed** and vary by individual.
 - **No refunds or exchanges** on services, packages, memberships, retainers, or products rendered or not rendered.
 - Additional treatments needed to pursue desired results are the client's responsibility and expense.
-

Payments, Fees & Financing

- Accepted payments include credit/debit cards, cash, Zelle, Venmo, approved financing, and approved third-party payers.

- A **3.9% credit card processing fee** applies to applicable transactions.
 - Payment plans may include administrative fees; late balances may incur late fees and collections.
-

Medical Oversight & Delegated Care

- Services may be performed by licensed nurses, laser technicians, and/or estheticians under physician delegation.
 - The supervising physician may not be physically present and may participate via chart review, protocol authorization, and consultation.
 - Annual Medical Review is a requirement of services and fees will apply to continue services.
 - Provider clinical decisions regarding treatment type, dosing, and placement are final.
-

Injectables & Laser (Summary)

- Certain injectables require a **non-refundable deposit**.
 - Neurotoxin dosing is determined according to established clinical protocols, manufacturer guidelines, and standing orders under the direction of the medical provider. Final dosing recommendations are made based on the injector's professional assessment of the patient's anatomy, muscle activity, and treatment goals.
 - If a client elects to receive a dose that differs from the recommended treatment plan, they acknowledge that the outcome may vary from typical results and understand that **Skin + Tonic cannot guarantee treatment outcomes or satisfaction with results in such cases.**
 - Clients are responsible for providing accurate and complete medical history and for disclosing any medications, conditions, or contraindications that may affect treatment with light-based devices. Failure to disclose relevant medical information may increase the risk of adverse reactions or injury. Skin + Tonic Medical & Laser Aesthetics cannot be held responsible for complications resulting from undisclosed medical conditions, medications, or contraindications.
 - Follow-up windows apply for neurotoxin adjustments.
 - Laser hair removal requires multiple sessions; outcomes vary based on a variety of rationales outside of the providers control.
 - Failure to follow pre- and post-treatment care instructions may increase the risk of injury, adverse reactions, unsatisfactory results, and/or may require rescheduling of the appointment, which may be subject to applicable fees.
-

Equipment Failure Policy

- In the event that a device becomes inoperable due to mechanical failure or manufacturer-related issues, Skin + Tonic reserves the right to substitute treatments of equal value, convert remaining sessions to account credit, or provide prorated refunds for unused services at management's discretion.
-

Model Treatment Policy

- Trade and model services require approval and follow separate written terms.
-

Memberships, Default of & Reinstatement Policy

- **Membership Commitment**
All memberships require a **12-month commitment** and are **non-refundable and non-transferable**.
- If a scheduled membership payment fails, the member will have **48 hours to update their payment method**.
- If payment is not resolved within **48 hours**, the membership will be considered **delinquent** and all membership benefits will be **immediately suspended**.

Default Status

- If an account remains unpaid for **30 days**, the membership will be considered **in default**.
- Defaulted memberships are subject to a **\$250 membership default fee**.
- At the time of default:
 - Any **banked funds, credits, or unused benefits are forfeited**
 - Any **membership rewards or promotional benefits previously redeemed remain valid charges and will not be reversed**

If Rewards Were Redeemed Prior to Default

- If a member has redeemed membership rewards, discounts, or promotional benefits exceeding the value of payments made, the remaining balance becomes immediately due.

- Skin + Tonic reserves the right to charge the payment method on file for the outstanding balance.

Membership Reinstatement

- If a member wishes to reinstate their membership after default:
- The \$250 default fee must be paid
- Any past-due membership payments must be brought current
- Forfeited banked funds and rewards will not be reinstated
- Membership benefits will resume only after the account has been fully brought current and reinstatement fees paid.

Early Cancellation or Default

- Failure to complete the **12-month commitment** may result in forfeiture of all membership benefits, banked funds, promotional pricing, and rewards.

HIPAA, Portal & Text Communications

- Skin + Tonic uses **HIPAA-compliant systems**.
- No private medical information is shared via text.
- Photos sent by text are uploaded to the secure chart and removed from the text feed. By signing you authorize this mode of communication.
- Text Message Program Terms & Conditions By opting into our SMS messaging services, you agree to receive text messages related to our services, including appointment reminders, customer support, and important updates.
- Opt-In & Consent: • You will only receive messages if you have explicitly opted in • We maintain timestamped records of all opt-in actions by signing of consents and policies
- • We comply with the Telephone Consumer Protection Act (TCPA) and all applicable laws
- Opt-Out Instructions: • You can cancel SMS notifications at any time by replying "STOP"
- • You will receive a final confirmation message, and no further messages will be sent unless you re-opt in • All opt-out requests are processed immediately. Message Frequency & Content: • Message frequency varies based on your interactions with our business
- Messages will be directly related to the services you have requested • We do not send promotional content without specific consent Help & Support: • Reply "HELP" for assistance or contact us at info@skinandtonicbrighton.com
- Customer support is available during regular business hours Carrier Information:
- Standard message and data rates may apply • Carriers are not liable for delayed or undelivered messages
- Supported carriers include AT&T, Verizon, T-Mobile, Sprint, and most regional carriers SMS Data Protection Statement No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such

as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. We implement strict data protection measures to safeguard your SMS opt-in information and consent records.

Photo & Video Consent

- Photos/videos may be required for medical documentation.
 - Marketing use is optional and requires this policy to be signed and request of a written opt-out if declined.
 - All media is stored securely in HIPAA-compliant systems.
-

Policy Updates

- Policies are subject to change without notice but are always current and available on our website www.skinandtonicbrighton.com.
 - Clients are responsible for staying informed.
 - For a full description of each policy please ask for a written copy or view them on our website
-

Client Acknowledgment

By signing, I acknowledge that I have read and agreed to the **Skin + Tonic Company Policies (2026)**, authorize electronic records and billing per policy, and understand that results are not guaranteed and refunds are not provided.
