

Policy WEBSITE REV 1/2025

HIPAA Privacy:

Notice of Information Practices

Skin + Tonic may use or disclose your personal health information (PHI) for treatment, payment, quality evaluation, and administrative operations. You have the right to request restrictions on how your PHI is used, but the practice is not obligated to agree to these requests. You may revoke this consent at any time in writing.

Authorization for Release of PHI

By signing, you authorize designated parties to request and receive PHI regarding your treatment, payment, or related operations. These parties' identities will be verified before any information is released.

Privacy Policy:

Collection of Personal Information

Skin + Tonic collects personal information such as name, address, email, credit card details, and automatically gathers data like IP address, browser type, and referring websites. This data is used for service operation, maintaining quality, and providing statistics on website usage via a HIPAA-compliant server.

Use of Personal Information

Your information is used to operate the website, provide requested services, and inform you of products, promotions, or services. It may be shared with trusted partners who must keep it confidential. Sensitive personal information will only be shared with your consent, unless required by law.

Use of Cookies

Cookies may be used to personalize your online experience. They are harmless text files placed on your computer by a web server and cannot execute programs or deliver viruses. You can adjust your browser settings to accept or reject cookies.

Security of Personal Information

Your personal information is stored securely on protected servers, safeguarding it from unauthorized access, use, or disclosure.

Changes to this Statement

Skin + Tonic may update this Privacy Policy periodically. We encourage clients to review this policy regularly and check for updates. Clients must sign an annual renewal policy and acknowledge responsibility to stay informed of changes.

Contact Information

For questions, contact Skin + Tonic at 113 W. Grand River Ave, Brighton, MI 48116, or by phone at 810-522-4799 or email skinandtonic.brighton@gmail.com.

Portal Policy:

- **Texting Line**
No private chart information is shared through text. Any pertinent info or photos are transferred to the client's HIPAA-compliant profile and deleted from the text feed daily. By accepting this policy, you agree to use this communication method.
- **Aesthetic Portal**
Clients have access to a HIPAA-compliant portal for reviewing consents, pre/post instructions, scheduling, and staff communication. Information is not shared with third parties unless required by law.
- You can access your HIPAA-compliant chart via the "BOOK NOW" tab on our website www.skinandtonicbrighton.com. Log in credentials are required; contact staff for password assistance.

Photo Consent Policy

At Skin and Tonic, we prioritize privacy and transparency. This policy outlines the use of photo and video documentation related to treatments:

- Photos and videos may be taken before, during, and after treatments for medical documentation, monitoring skin integrity, educational purposes, and research/marketing. All media is stored securely in a HIPAA-compliant system via Envisionsgo CRM server. Skin and Tonic is not liable for any data breaches of the server's security.
- We strive to protect client identities in marketing materials, but complete anonymity cannot be guaranteed.
- Participation in photo documentation is required for treatment. Clients who refuse may have their treatments canceled without refund.
- Photos sent via our texting line are securely uploaded to the client's HIPAA-compliant chart and removed from the texting portal after upload.
- Clients may opt out of having their photos used for social media or marketing by requesting in writing via skinandtonic.online@gmail.com and signing a secondary opt-out addendum. If no opt-out is requested, this signed policy serves as authorization for use of photos and videos for the stated purposes.
- Clients opting out for social photo release, they must still sign the general policy form and then request an addendum for non social photo release. An alert will be noted on the chart and your photos will remain on file for medical and training purposes and not shared on social media.
- By signing, clients consent to the terms of this policy.

Supplier Information and Account Setup Policy

Clients authorize the creation of custom accounts with our partner suppliers to access exclusive discounts, rewards, and educational materials. Suppliers may include Epionce, Jan Marini, Evolus, and

Alle. Clients may opt out of this service by sending written notice within 7 days of their first treatment to skinandtonic.online@gmail.com. By proceeding with treatment, clients agree to the terms unless an opt-out is submitted as outlined above. For questions, please contact our office.

Credit Card on File and Appointment Policies:

- Skin + Tonic requires a valid credit card on file to secure appointments. If no valid card is on file 48 hours before your appointment, it may be canceled, and a card will be required for future bookings.
- To reschedule after a cancellation or declined card, you must provide updated credit card information before the appointment can be booked. If treatments were rendered prior to the decline, those charges must be paid in full before rescheduling.
- A second violation (failure to provide valid payment) will result in responsibility for any outstanding balances. Rescheduling will require management approval and a \$100 administration fee, charged to the card or account on file.
- If the card on file is declined or inactive, all services will be suspended until payment is made. Clients with two violations may be required to prepay for future services or may be exited from the practice.
- Any unpaid balance 48 hours after a declined charge will result in forfeiture of prepaid treatments or memberships, and further treatment will be denied. Outstanding fees will incur daily late fees, interest, and may be sent to collections if unpaid after 30 days.
- **Refusal to have Credit Card on File:** 50% Non Refundable deposit for all services is required, with PIF at check in for services.

Credit Card on File none user account

- The form cc auth of another user must be signed by the credit card holder and the cc holders cc and dl must be on file with photo documentation
- If the form and photos are not on file the client must provide a source of income or appt will be canceled and a fee of \$50 will be due for having to cancel the appt if done in less than 48 hours

Appointment Cancellation and Rescheduling Policy

- Clients are required to cancel or reschedule appointments at least **48 hours** before the scheduled appointment time. For appointments scheduled at least **1 week** in advance, clients will receive:
 - An **email confirmation** upon booking,
 - A **1-week reminder email**, and
 - A **courtesy text message** 48 hours prior to the appointment.
- If an appointment is canceled or rescheduled within **48 hours** of the scheduled time, a **NON refundable a minimum of \$50 for 1st offense and up to the retail cost of the appt scheduled as a rescheduling/late cancellation fee** will be charged to the credit card on file.
- **For 2nd violations and client is subject to exit from the clinic** By signing the consent for treatment and policy acknowledgment, the client authorizes this charge and waives any right to dispute the fee.
- If a deposit for appt was made 1st Violation will use that deposit for the \$50 fee
- If canceled with greater than 48 hour notice, no fee will be assessed and any deposit will remain **STORE CREDIT**.

- By scheduling an appointment, clients agree to these terms, including the charges for no-shows and late arrivals.
- **Cancellation without a cc on file will result in \$50 fee to on account & must be paid before rescheduling and providing cc on file.**

No-Show Policy

- Clients are required to notify the clinic **at least 48 hours in advance** if they need to cancel or reschedule their appointment. **Failure to show up for a scheduled appointment without prior notice** will result in a **no-show fee**.
- **No-Show Fee:** We do request a \$50 deposit for all bookings online and in house. This will be used as your consult fee and/or be applied towards any purchase the day of your appt.
- If the appointment is canceled in less than 48 hours or the client does not show this deposit is non refundable and not eligible for use towards services.
- If the client cancels in more the 48 hour notice the \$50 deposit will remain as a store credit
- Additionally, clients are **encouraged** to send **gratuity** to the service provider to compensate for lost wages due to the missed appointment.
- By scheduling an appointment, clients agree to these terms, including the charges for no-shows and late arrivals.

Late Arrivals:

- Clients are encouraged to arrive **at least 5 minutes prior** to their scheduled appointment time to complete any necessary paperwork.
- **Arriving more than 15 minutes late** may result in the need to **reschedule** the appointment at the discretion of the clinic administration.
- In such cases, a minimum **non-refundable \$50 up to the full retail price of the scheduled treatment rescheduling fee** will be charged.

Consultation Fee & Policy

We value the time and expertise of our service providers and have established the following policy for consultations:

1. **Consultation Fee**
A \$50 consultation fee covers the service provider's time and the educational information provided during the consultation.
2. **Fee Waiver**
If a client proceeds with treatment and purchases recommended services on the same day, the \$50 fee will be waived. If no purchase is made, the \$50 fee will be charged.
3. **Application of Fee**
The \$50 consultation fee can be applied toward the recommended treatment plan within 30 days of the consultation. After 30 days, the fee is non-refundable and cannot be applied to future services.

4. **Agreement to Fee**

By signing, clients acknowledge and agree to the terms of the \$50 consultation fee.

Refund/Exchange or Guarantee of Specific Results Policies:

At Skin and Tonic, we strive to provide exceptional results through personalized medical aesthetic treatments. However, due to the nature of medical aesthetics, there are inherent factors of unpredictability and individual variation in response to treatments. As a result, no specific outcomes or guarantees of results are implied or promised.

1. **Unpredictable Outcomes**

Medical aesthetic treatments involve a degree of uncertainty. Factors such as skin type, genetics, lifestyle, and adherence to post-treatment care can influence the effectiveness of the treatment. In some cases, additional treatments may be required to achieve the desired result, and these additional services will be at the client's express request and expense.

2. **No Refunds or Exchanges**

No refunds, exchanges, or guarantees of results are offered on any services or products purchased. While we work to achieve the best possible outcome, it is important to understand that results may vary. We do not guarantee a specific result or outcome, as every individual's response to treatment is unique.

3. **Exceptions for Extenuating Circumstances**

In rare cases, exceptions to this policy may be considered in the event of extenuating circumstances. These exceptions are subject to management approval. Any request for an exception must be submitted in writing with a clear explanation, and the request will be reviewed within 30 days. The decision is final and not eligible for appeal.

4. **Waiver of Dispute Rights**

By signing the consent for treatment, clients waive their right to dispute charges or request a chargeback through any means of payment, including but not limited to credit cards, third-party payers, or any other payment method. This waiver is binding upon signature.

5. **By agreeing to the terms** outlined above, clients acknowledge and accept the potential for varied results, as well as the non-refundable nature of the services and products provided.

Third-Party Payment Policy

At Skin and Tonic, we understand some clients may choose to have treatments paid for by a third party. To ensure transparency, the following policy applies when a Third-Party Payer covers the cost of services:

1. **Services Rendered**

Services will be provided per the client's treatment plan, supervised by GVGJRDOPLLC or Dr. Young DO, depending on the service type.

2. **Third-Party Payment Authorization for payer other than client receiving treatment**

The client acknowledges that payment will be processed through the Third-Party Payer's credit card or other payment method. The Third-Party Payer must authorize Skin and Tonic to process charges for the agreed amount.

3. **Payment Terms**

Full payment is required for services rendered. The client is responsible for ensuring the

Third-Party Payer agrees to pay the full invoice or authorizes the use of the client's credit card to cover any remaining balance.

4. **Third-Party Payer's Responsibility**

By providing payment details, the Third-Party Payer confirms they are authorized to use the payment method and accept responsibility for all charges.

5. **Authorization and Consent**

Both the client and Third-Party Payer must provide written consent to:

- The use of the Third-Party Payer's payment method.
- Acknowledgment of the terms in this policy.

6. **Late Payments and Fees**

If payment is not successfully processed, a \$50 daily late fee will apply until the balance is paid. Skin and Tonic may suspend or discontinue services until payment is received.

7. **Cancellation and Refund Policy**

- Cancellations or rescheduling more than 48 hours in advance incur no fee.
- Cancellations within 48 hours may be charged the full service cost to the payment method on file.
- No refunds for aesthetic treatments.

8. **Dispute Resolution**

Disputes will be governed by Michigan law and resolved in the courts of Livingston County.

9. **Agreement**

By signing, the client and Third-Party Payer acknowledge they have read, understood, and agree to this policy. Service Provider: Jenifer Gibson Staff Services LLC, DBA Skin and Tonic.

Credit Card and Payment Processing, Third Party Financing and Inhouse Party Policies:

At Skin and Tonic, we aim to provide clear and transparent payment policies to ensure smooth transactions and a positive experience for all clients. The following outlines our policies regarding credit card payments, processing fees, and additional charges for services.

1. All transactions using Care Credit or Cherry as payment method with a maximum finance term of 6 months unless authorized by management and the terms are stated in the signed payment agreement.
2. Transactions over \$1500 can request a 12 month payment plan option.
3. Inhouse Financing with a maximum of 3 months for balance due in full.
4. **3.9% credit card processing fee** will be assessed at checkout for all payments made via credit card. This fee is applied to the total amount of the transaction and is processed through our secure credit card server. This fee is **non-refundable** and applies to any credit card payment made, including payments for treatments, products, and services.
Note: Cash payments are **not** subject to this processing
5. A 5% Administrative Fee is added to all Payment Plans
6. 3% per day on all Late Payments on Account Balances
7. **It is the clients responsibility to schedule their appointments within the appropriate time frame. This is a requirement to obtain optimal results.**

Other Accepted Payment Methods

We accept the following methods of payment:

- **Credit/Debit Cards** (Visa, MasterCard, American Express, Discover)
- **Cash** (No processing fee applies)
- **Third-Party Payers** (Terms for third-party payment are addressed in the Third-Party Payment Policy)

Trade First and In House Trade Options:

- Clients must be approved by management to participate in the trade program.
- All trades are subject to management approval and must be discussed and agreed upon in advance.
- When services are provided in exchange for trade, a credit for the agreed-upon retail or fair market value (FMV) of the service rendered will be applied to the client's account.
- A store credit in the amount of the agreed trade value will be issued, and a receipt will be emailed to the client for reference.
- Non-Transferable and No Cash Value
- Store credits issued for trade services cannot be redeemed for cash or any form of monetary refund.
- The store credit is non-transferable and can only be used by the client who received the trade services.
- Clients receiving treatments on trade are held to all other payment rendering policies and clinic guidelines as outlined in other sections of this agreement, including but not limited to payment policies, cancellation policies, and late fees.
- If the store credit is not used within a reasonable timeframe, any balance may be forfeited.
- By signing below, the client acknowledges and agrees to the terms of this Treatment on Trade Policy.

Model Policy Agreement Policy:

1. This agreement outlines terms for clients volunteering as models for aesthetic treatments under the supervision of Jenifer Gibson Staff Services LLC and GVGJRDO PLLC.
2. **Voluntary Participation:** Participation is voluntary, with treatments performed by licensed interns or externs under supervision.
3. **Supervision:** Treatments are supervised by Jenifer Gibson Staff Services LLC and GVGJRDO PLLC.
4. **Treatment Details:** Clients will be informed of treatment specifics, risks, and expected results. Informed consent is required.
5. **Training Acknowledgment:** Treatments are for training purposes; results are not guaranteed.
6. **Confidentiality:** Client info is HIPAA-compliant. Photos/videos may be taken for documentation and marketing, with efforts to protect identity.

7. **Cost:** Treatments may be discounted. Payment terms are agreed upon before procedures and are non-refundable.
8. **Photo and Experience:** Clients agree to provide photos, post on social media, and share reviews/testimonials.
9. **Payment Terms:** Failure to meet requirements may result in full retail charges. Late payments incur a 20% fee; accounts over 45 days late may go to collections.
10. **Refunds:** Services are non-refundable and non-transferable.
11. **Processing Fees:** 5% admin fee and 3.9% credit card fee apply.
12. **No Guaranteed Results:** No specific results are guaranteed.
13. **Additional Costs:** Additional treatments incur extra charges.
14. **Liability Waiver:** Clients release Jenifer Gibson Staff Services LLC and GVGJRDO PLLC from liability, except in cases of gross negligence.
15. **Opt-Out:** Clients can decline participation anytime before treatment without penalty, after treatment is rendered the client is held to the consent of terms and subject to all applicable fees
16. **Agreement:** By signing, clients acknowledge understanding and agreement to these terms.

Membership Policy

1. Thank you for choosing to become a member of Skin and Tonic. Our membership program is designed to provide exclusive benefits and rewards for a 12-month consecutive term. By signing up, you agree to the following terms:
2. **Membership Levels and Discounts**
Membership discounts are applied based on the specific level selected. Discounts are subject to the 12-month term and will be applicable as outlined in the membership benefits.
3. **Application Fee**
An application fee is required to apply for membership. This fee is non-refundable, non bankable and must be paid at the time of enrollment.
4. **Vouchers and Rewards**
Vouchers for specific rewards are issued according to the membership level and will expire on the date specified for each reward. Expired vouchers cannot be extended, redeemed for cash, or used after the expiration date, whether used or unused.
5. **12-Month Commitment**
Membership requires a 12-month consecutive commitment. The term begins upon acceptance into the membership program and renews annually unless canceled by the member in writing prior to the renewal date.
6. **Payment and Credit Card on File**
Members are required to maintain a valid credit card on file for the duration of the membership. If the credit card is declined, the member has 48 hours to provide a new valid card and notify management of the update. If the account becomes delinquent for more than 48 hours, membership benefits will be canceled, and the remaining balance of the membership term (monthly dues) will be owed immediately.
7. **Delinquency and Cancellations**
Accounts that remain delinquent for more than 48 hours will result in cancellation of all membership benefits. In such cases, the member will owe the full remaining balance of the membership term, and the account may be sent to collections. Any unused bankable funds and/or rewards will be applied towards the balance due and not available for use.
8. **No Refunds and non transfer**
Membership fees, including the application fee and any dues paid, are non-refundable and non

transferable. No refunds will be issued for unused benefits, canceled memberships, or early terminations. All services and benefits are non transferable and can only be redeemed by the member.

9. Termination of Membership

Members may cancel their membership with 30 days' written notice prior to the end of the 12 month annual renewal term. Early termination will result in loss of all benefits, all bankable funds and vouchers. Clients could be subject to exit from the practice if the account is not in good standing.

10. Account in Collections

If a member's account is in default and referred to collections, the member is responsible for any collection fees, including but not limited to attorney fees, court costs, and any other associated charges.

11. By signing up for membership, the member acknowledges and agrees to all terms and conditions outlined in this policy.

Policy for Treatment Planned Services Not Rendered

1. At Skin and Tonic, we understand that life can sometimes interfere with the scheduling of treatments. However, to ensure fairness and the efficient use of time, the following terms apply to treatment plans that have not been fully rendered or scheduled:

2. Failure to Schedule Treatments

If a client fails to schedule or complete treatment plan services within 12 calendar months from the date of purchase, the treatments will expire. Expired treatments are non-refundable, non-transferable, and cannot be exchanged for other services, products, or cash value.

3. Delinquent Payments

If a treatment plan has been interrupted or services remain incomplete due to non-payment or delinquent account status, the **Delinquent Payment Policy** will apply. Clients who fail to bring their account current within the specified 48-hour period may forfeit the remaining treatments on their plan and will owe the full balance due for services already rendered. Delinquent accounts will be subject to collections.

4. Waiver of Refund or Dispute Rights

Clients acknowledge and agree that no refunds or exchanges will be issued for services not rendered, whether due to failure to schedule or due to account delinquency. Clients also waive any rights to dispute these charges through any means of payment, including credit card chargebacks, third-party payers, or any other form of payment.

5. Expiration Policy

All treatment plan services must be utilized within 12 calendar months from the date of purchase. If treatments are not completed within this time frame, they will expire, and the client will not be eligible for any refund, credit, or compensation.

6. By signing and agreeing to the treatment plan, the client accepts these terms and acknowledges their responsibility to schedule and complete all services within the designated 12-month period.

No Guaranteed or Expressed Results Policy for Aesthetic Procedures

1. At Skin and Tonic, we strive to achieve the best possible outcomes for each client through our aesthetic treatments. However, it is important to understand that **no specific or guaranteed results** are promised for any service or procedure provided. The following policy outlines our stance on the variability of results and the factors that may influence the outcomes:
2. **No Guarantee of Results**
While we use advanced techniques and high-quality products, **no specific, guaranteed, or expressed results** are promised for any aesthetic procedure. Each client's body, skin type, and response to treatment can vary, and therefore results may differ from person to person.
3. **Factors Affecting Outcomes**
Several factors may influence the success of aesthetic treatments, including but not limited to:
 - Individual skin type and condition
 - Age, lifestyle, and overall health
 - Medication and hormonal imbalances
 - Genetic factors and personal physiological responses
 - Adherence to post-treatment care instructions
4. **Realistic Expectations**
Clients are encouraged to maintain **realistic expectations** regarding treatment outcomes. While we will make every effort to achieve the desired results, factors such as skin condition, treatment area, and the body's response to the procedure may affect the final result. It is essential for clients to understand that results can vary, and some procedures may require additional treatments to achieve the desired effect.
5. **Additional Treatments**
In some cases, achieving the desired outcome may require multiple treatments or ongoing maintenance. Any further treatments needed are at the client's expense and will be subject to our regular pricing policies.
6. **No Refunds or Exchanges**
All aesthetic procedures are **non-refundable** and **non-transferable**. Clients are responsible for the cost of services rendered, regardless of the outcome. No refunds or exchanges will be provided if the results do not meet the client's expectations.
7. **Acknowledgment of Understanding**
By proceeding with any treatment, the client acknowledges that they have been informed about the lack of guaranteed results and the factors that may impact the outcome. The client accepts that they are voluntarily undergoing the procedure with an understanding that results are not guaranteed and may differ from expected outcomes.

Injectable Treatments Policy (Excluding Neurotoxins)

At Skin and Tonic, we offer a variety of injectable treatments to help achieve our clients' aesthetic goals. The following policy applies to all injectables, other than neurotoxins, to ensure clarity and understanding of the terms and conditions for these services:

1. **Non-Refundable Deposit**
A **\$250 non-refundable deposit** is required to schedule any injectable treatment (excluding neurotoxins). This deposit secures the appointment and is applied toward the total cost of the service.

2. **Provider's Medical Decision**

The service provider retains the medical authority to determine the type of injectable used, as well as the appropriate dosing and placement for the treatment. This decision is based on the provider's clinical judgment, expertise, and consideration of the client's unique needs.

3.

4. **No Guaranteed Results**

While we strive to achieve the best possible outcomes, no specific results or guarantees are promised with injectable treatments. Each individual's response to treatment may vary, and final results will depend on various factors such as skin type, health, and lifestyle.

5. **Risks and Complications**

Injectable treatments may carry some inherent risks, including but not limited to bruising, swelling, infection, allergic reactions, and other complications. By proceeding with the treatment, clients acknowledge these risks and accept responsibility for any adverse effects that may arise.

6. **Additional Services and Costs**

In some cases, achieving the desired results may require additional services. If further treatments or touch-ups are necessary to meet the client's expectations, these will be **at the client's expense**. This applies to any additional injections or services needed due to complications or if the client requests further modifications.

7. **Acknowledgment of Terms**

By agreeing to injectable treatments, clients confirm they have read and understood the terms outlined above, including the non-refundable deposit, no guaranteed results, potential risks, and responsibility for additional services or complications.

8. By signing this policy, the client acknowledges and agrees to these terms and conditions for injectable services.

Neurotoxin Treatment Policy

At Skin and Tonic, we prioritize client safety and satisfaction during neurotoxin treatments. To ensure the best possible outcomes, the following policy applies:

1. **Consent Required**

All clients receiving neurotoxin treatments must provide informed consent prior to the procedure. This consent confirms the client's understanding of the treatment, its potential risks, and expected outcomes.

2. **Provider's Medical Decision**

The service provider retains the medical authority to determine the type of neurotoxin used, as well as the appropriate dosing and placement for the treatment. This decision is based on the provider's clinical judgment, expertise, and consideration of the client's unique needs.

3. **Client Agreement**

If a client disagrees with the provider's recommended neurotoxin type, dosing, or placement, the provider has the right to refuse the service. The provider's decision on treatment details is final and aimed at ensuring safety and optimal results.

4. **Right to Refuse Services**

In cases of disagreement, the provider retains the right to refuse neurotoxin treatment to the client. The client's safety, health, and satisfaction are of utmost importance, and treatments will only be administered when both parties agree on the plan of care.

5. **Follow-Up Appointment Requirement**

Clients are required to schedule a follow-up appointment within **10-14 days** after their neurotoxin treatment (or **21 days** for Daxxify treatments). Failure to schedule and attend this follow-up within the specified time frame will result in forfeiting the ability to receive any dose adjustments at the reduced rate of **\$8/unit**.

6. **Photo Review for Follow-Up**

If a client has a follow-up scheduled but feels satisfied with the results, they may submit active expression photos via text for review by the nurse on staff. If the nurse agrees that the results are satisfactory, the follow-up appointment can be canceled, and no fee will be assessed.

7. By signing the consent form, the client acknowledges and agrees to the terms outlined above.

Laser, Laser Hair Removal Consent & Policy

This consent form outlines the terms, expectations, and responsibilities for clients undergoing laser hair removal treatments at Skin and Tonic. By signing this document, the client acknowledges and agrees to the following:

1. **Treatment Plan & Recommendations**

Laser hair removal typically requires a minimum of **8 treatments** for optimal results. These treatments aim for a **70-90% reduction** in hair growth and thickness. Treatment prices are generally based on an approximate rate of **\$250 per hour**, but may vary depending on the difficulty and size of the treatment area.

2. **Maintenance Treatments**

Once the 8 initial treatments are completed, clients may opt for **maintenance treatments** to address any regrowth at a rate of **\$99 per hour per area**. Maintenance treatments are available only for areas previously treated and purchased under the initial treatment plan.

3. **Completion & Exit of Contract**

Clients who achieve the **70-90% reduction** in hair growth are required to sign an **Acknowledgment of Exit** from the original treatment contract and transition into a **warranty period** for any future treatments. The warranty period may offer reduced rates for additional treatments, as applicable.

4. **Scheduling and Timely Intervals**

Clients are responsible for scheduling their treatments within the recommended time intervals. Failure to follow these guidelines may result in less-than-desired results, and additional treatments may be required to achieve the desired outcome. If further treatments are necessary due to missed appointments, these will be charged at the regular rate of **\$250 per hour**.

5. **No Guarantee of Outcome**

While laser hair removal is effective for many clients, **no specific results or guarantees** are promised. Factors such as skin type, pigment density, hormonal imbalances, medications, physiological resistance to treatment, and other individual factors may impact the efficacy of the treatment. Clients may experience less than the expected reduction in hair growth or may require more treatments than initially anticipated.

6. **Potential Risks and Complications**

Laser hair removal is a generally safe procedure, but there are inherent risks involved, including but not limited to skin irritation, redness, pigmentation changes, and potential scarring. These risks can vary based on skin type, treatment area, and other individual factors. By signing this consent, the client acknowledges these risks and agrees to proceed with the treatment.

7. **Client Responsibility**

The client is responsible for disclosing any medical conditions, medications, following pre and post instruction or changes in health that may affect the treatment. Failure to do so may result in suboptimal treatment outcomes or increased risk of complications.

8. **Refund/Exchange Policy**

No refunds or exchanges will be issued for laser hair removal treatments. Services are non-transferable, and the client is responsible for all payments made for scheduled treatments.

9. **Reschedule/Cancel Fee:** Should a client arrive for treatment and be found to not have followed the pre and post instructions they will be subject to a \$50 cancellation and reschedule fee.

HRT and Weight Loss with Dr Young DO Policies:

Jenifer Gibson Staff Services LLC dba Skin and Tonic In Collaboration with Dr. Young, DO & GVGJRDOPLLC

1. Purpose This policy outlines the roles and responsibilities of Jenifer Gibson Staff Services LLC dba Skin and Tonic ("Skin and Tonic") in collaboration with Dr. Young, DO, under the Management Services Organization (MSO) agreement with GVGJRDOPLLC. Skin and Tonic provides administrative and support services while Dr. Young, DO, maintains full responsibility for all medical decision-making.

2. Scope This policy applies to hormone replacement therapy (HRT) and GLP-1 medication services provided at Skin and Tonic's facility.

3. Roles & Responsibilities

Dr. Young, DO

- Good Faith Exams (GFE): Conducts in-person or telemedicine evaluations for all patients before prescribing HRT or GLP-1 medications.
- Medical Decision-Making: Determines eligibility, dosing, prescriptions, and follow-up protocols for patients.
- Prescription Management: Issues prescriptions and provides necessary medical guidance.
- Patient Care Oversight: Maintains direct physician-patient relationships for HRT & GLP-1 treatments.

Skin and Tonic does not provide medical care or make treatment decisions for GLP1s or HRT but facilitates the following:

- Scheduling & Coordination: Manages patient appointments for consultations, lab work, and follow-ups.
- Lab Services:
 - Draws patient labs per protocol, following all OSHA & CLIA guidelines.
 - Processes and orders lab tests as directed by Dr. Young, DO.
- Payment Processing:
 - Collects payments for services provided.
 - Bills patients for lab work and administrative fees.

4. Liability Disclaimer & Indemnification By utilizing HRT & GLP-1 services through Dr. Young, DO, and Skin and Tonic, patients acknowledge and agree that:

- Dr. Young, DO, is the sole medical provider responsible for prescribing medications and determining appropriate treatment plans.
- Skin and Tonic does not diagnose, prescribe, or manage medical treatment plans.
- Skin and Tonic is not liable for any medical outcomes, adverse reactions, or complications related to HRT & GLP-1 treatments.
- Patients assume all risks associated with treatment and must follow Dr. Young, DO's medical advice and protocols.

- Patients release Skin and Tonic, its owners, employees, and affiliates from any legal claims, damages, or liabilities related to medical treatment provided by Dr. Young, DO.

5. Patient Acknowledgment & Agreement Patients receiving HRT or GLP-1 services must sign an informed consent form, acknowledging:

- They have undergone a Good Faith Exam with Dr. Young, DO.
- They understand and accept the risks, benefits, and potential side effects of treatment.
- They acknowledge Skin and Tonic's role as an MSO and its non-involvement in medical decision-making.

6. Compliance & Updates This policy is subject to updates based on state and federal regulations. Skin and Tonic will ensure all administrative staff follow protocols and maintain strict patient confidentiality under HIPAA.