

# INTERLOCKS

MEDSPA + WELLNESS

## **OFFICE POLICIES**

### **No Shows & Cancellations**

For cancellations we require a 24-hour notice or a fee equal to 50% of the scheduled services is charged. Credit card deposits are taken in the event of frequent no-shows or last minute cancellations.

### **Payment**

Full payment is required at the time of your service. To avoid undercharging or overcharging our valued clients, we cannot accept prepayment for services. We will gladly accept your local check, provided that your full name, address, and phone number are imprinted. There is a \$25 fee per returned check. We do not accept starter checks or third-party checks.

### **Refund + Return Policy**

We strive to provide high quality services and products and we will make every effort to ensure your satisfaction. While we do not offer refunds on services provided, we are happy to repeat a service to your satisfaction; please speak with a manager within 72 hours of your original service. Store credits are issued for most products returned within 30 days of purchase, with the original receipt. However, all makeup and cosmetic items cannot be returned and are final sales. Gift Card refunds are issued within 30 days of purchase, with proof of payment, to original payment method only.

### **MedSpa Etiquette**

We ask that you silence your cell phone when enjoying services, as a courtesy to all guests. Wi-Fi is available for e-mailing and web browsing. Gratuities are at the discretion of our clients and are not included in the price of services.

### **Gift Cards**

INTERLOCKS Gift Cards are available for purchase in-store and online. You may redeem your Gift Card for its dollar value towards any services or products. Gratuities cannot be made through Gift Card redemption.

### **Children**

We do not allow children to accompany adults in our MedSpa, as the child's safety may be compromised, or a child's behavior may be disruptive to other guests.

### **Health Considerations**

The safety of our clients and staff is of paramount concern, so we ask that prior to receiving services you make our staff aware of any allergies, health concerns and/or illness you are experiencing. Some of our service products contain nuts and algae; make your service provider aware of any allergies.

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## PRE & POST CARE FOR KYBELLA® INJECTION

### Before your treatment:

- It is recommended to schedule KYBELLA® injection 2-3 weeks prior to any special event or vacation due to swelling and bruising post treatment.
- Discontinue the use of Aspirin, Motrin, Gingko Biloba, Garlic, Flax Oil, Cod Liver Oil, Vitamin A, Vitamin E or any other essential fatty acid at least 1 week before your treatment to minimize bruising or bleeding. Consult your primary physician prior to discontinuing any medications.
- If you develop a cold/flu, infection, blemish or rash in the area to be treated prior to your appointment, we recommend that you reschedule.
- You cannot receive KYBELLA® if pregnant, or intend to become pregnant during course of treatment. It is not known if KYBELLA® will cause harm to an unborn baby.
- You cannot receive KYBELLA® if breast-feeding during course of treatment. It is not known if KYBELLA® passes into breast milk. Talk to your healthcare providers about the best way to feed your baby if you receive KYBELLA®.
- Tell your Nurse Injector if you have had or plan to have surgery or cosmetic treatments on your face, neck or chin.
- Notify INTERLOCKS MedSpa with any changes to your health history or medications since your last appointment.

### After your treatment:

- Do not touch, press, rub, massage or manipulate the treatment area.
- It is common to experience immediate swelling, bruising, pain, numbness, redness, and areas of hardness in the treatment area.
- Drink plenty of water and fluids.
- Apply ice or cold pack to the treatment area for 10 to 15 minutes, as needed.
- Apply Arnica gel to the treatment area to help decrease bruising, swelling and discomfort.
- Must stay upright and not lay down for 4 hours after injection. Sleep on your back with head elevated for the next 3-5 days.
- Discontinue the use of Aspirin, Motrin, Gingko Biloba, Garlic, Flax Oil, Cod Liver Oil, Vitamin A, Vitamin E or any other essential fatty acid at least 1 week after your treatment to minimize bruising or bleeding. Consult your primary physician prior to discontinuing any medications.
- Avoid rigorous exercise, sun and heat exposure (ex. hot tubs, steam rooms) for 3-5 days.
- Avoid alcohol, caffeine, Niacin supplement, high-sodium foods, high sugar foods, refined carbohydrates, spicy foods and cigarettes 24-48 hours after treatments. These items may contribute to increase swelling or irritation.
- Avoid cosmetic treatments such as injectables, laser, ultrasound, peels, facials or microdermabrasion to the KYBELLA® treatment area for 2 weeks.
- Please call INTERLOCKS MedSpa if you develop an asymmetric smile or facial muscle weakness, skin ulceration in the treatment area, difficulty swallowing, or if any existing symptoms worsen.

Patient Name Printed: \_\_\_\_\_

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Witness Name Printed : \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_