

TREATMENT REFUNDS.

TSLE is committed to serving you in the best way that we can. Please note, we do not refund services. We will be honest in all our dealings with you. Esthetics is not an exact science and how you may respond to a given treatment will vary from person to person. It is nearly impossible to predict results and therefore payments made for services are for treatments to be performed – not for a specific result. Nonetheless, we always strive to achieve the absolute best result that we can for you. Thank you for allowing us to serve you!

PROFESSIONAL PRODUCT REFUNDS.

It is our mission to provide you with the highest-quality of skin care products with your services. In fact, you may like these products so much that you wish to use them every day in your own home! In the event you purchase any of our spa products for home use and find them to be defective, we will exchange any products within 10 days of purchase, provided a receipt is presented. Unfortunately we cannot provide cash refunds for returned products. Instead a spa credit will be provided for any returned products to be used on any other products.

GIFT CARD REFUNDS

Gift cards have no cash value and expire one year after purchase. Gift card sales are final and non-refundable. Gift cards can be used one at a time per appointment and can't be combined with another gift card/certificate. Gift cards can be used for services only. TSLE is not responsible for lost or stolen gift cards/certificates.

Scheduling a Gift Card Appointment

- Scheduling is done via the online booking system only.
- A credit card is required to reserve the appointment – no funds are removed, this is done strictly to reserve the appointment and enforce the no-show, cancellation policy.
- Gift card appointments are held to the same exact standards of all appointments under the cancellation policy.
- Late cancels/reschedules – the booking fee for late cancels/reschedules without required notice shall result in a fee of 50% of scheduled service which is deducted from the gift card balance.
- No-shows, no calls – shall result in a booking fee of 100% of the

scheduled service which is deducted from the gift card balance.

- Opt for any suitable appointment when booking then notify us through the provided area that you are redeeming a gift card.

Cancellation Policy

At TSLE, your appointments are very important to us. We understand that appointments may need to be changed or canceled. We ask that you call or text to cancel your appointment at least 24-hours, in advance so we can fill your spot with clients on our waiting list that would love to come visit us. If you do not cancel in advance, you will be charged 50% of your service price for missing your appointment with your on-file credit card. If we can fill your spot with a client on our wait list, we will not charge you. Effective August 1st, 2021.

No-Show Policy

At TSLE, your appointments are very important to us. We understand that appointments may need to be changed or canceled within the 24-hour notice. If you no-show without notice on the day of your appointment, we will charge you 100% of your booked service price.

Effective August 1st, 2021.

Late Policy

If you are 10 or more minutes late, we may ask you to reschedule your appointment so it will not affect our punctual clients. If we are unable to take you at the time you arrive, you will be charged for 50% of the service that you missed.

Effective August 1st, 2021.

Credit Card On-File

As of August 1st, 2021 we will ask all clients with services priced over \$50 to add a credit card on file for our cancellation, no-show, and late policies.

Other Policies

It is TSLE policy that no person under the age of 13 can receive any services at the spa. Ages 13 - 15 must have parental consent and have a

parent or guardian in the room at the time of the service. Ages 16- 17 must have parental consent to receive services.

*Some services require the client to be 18 years of age.