



## TREATMENT POLICY

Skin Aesthetics & Academy – Treatment Policy for Clients & Models  
Review Date: 6/6/26

### Policy Statement

At Skin Aesthetics & Academy, we are committed to providing respectful, safe, and effective care to all clients. We strive to create an environment of trust, confidentiality, and professionalism. All treatments will be tailored to individual needs, and clients are encouraged to communicate openly about their goals, preferences, and concerns.

### 1. Respect and Conduct

Clients are expected to treat staff and other clients with courtesy and respect at all times. Any form of harassment, discrimination, or inappropriate behaviour will not be tolerated and may result in refusal of service.

### 2. Appointments and Punctuality

If you anticipate being late, please notify us as soon as possible. Appointments arriving more than 10 minutes late may be refused.

### 3. Cancellations and No-Shows

We require at least 48 hours' notice to cancel or reschedule appointments. Missed appointments or late cancellations will incur a full fee charge, as this time is reserved exclusively for you.

### 4. Confidentiality

Client information is kept strictly confidential and will not be shared without your written consent, except as required by law.

### 5. Payment

Deposits are non-refundable under any circumstance. Your remaining fee will be due on the day via Apple Pay/card.

### 6. Model Slots for Training Courses

- Model payments are due upfront and non-refundable.
- Models will receive treatments performed by students under the supervision of qualified instructors.
- By agreeing to be a model, you consent to students practicing on you for educational purposes.
- Instructors will closely monitor students to ensure best practices.
- Treatments may not achieve the same results as those by experienced professionals.
- As model slots are offered at a reduced rate, no corrections will be provided if results are not as expected, unless for emergencies.