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Medical Spa Etiquette

Your first appointment at Selfcare by CalMedCiti

1. A complimentary consultation is required before your first service
2. Please arrive without makeup on (for your convenience, we will be happy to remove it for you). Eye makeup is fine and will not be removed.
3. Please arrive 15 minutes early to complete paperwork.
4. Feel free to openly discuss your likes, dislikes, concerns, and/or areas of focus with your treatment provider!

General Etiquette:

1. As a courtesy to our other patients, please avoid the use of cell phones. It is our goal to create a quiet and relaxing atmosphere for everyone.
2. There are many variables in a medical spa atmosphere which could pose a safety concern for children (chemicals, razor blades, needles, medical equipment, etc.). For your child's safety and as a courtesy to our other patients, children are not permitted in the treatment rooms. In extenuating circumstances, your child may wait for you in the Relaxation Room if you bring another adult to supervise them.
3. In consideration of our other patients, it may not be possible to extend your service time in the case of delayed arrival. Delayed arrival will limit the time for your experience, potentially reducing the effectiveness of your treatment and the expectations of your visit.
4. Please arrive promptly!
5. Please contact us at least 24 hours in advance if you need to cancel or reschedule an appointment to avoid a cancellation fee.

Check-In Processes:

- Please make sure to arrive at least 15 minutes or earlier prior to your appointment to ensure full service. Upon your arrival, you will be greeted by the Selfcare by CalMedCiti
- Late Arrivals: In the event of a late arrival, if possible, we will attempt to accommodate all your needs. However, in consideration of other guests' time and schedule, Selfcare by CalMedCiti may not be able to extend your appointment. Late arrivals may very well limit the time of your treatment. Treatments are to begin, and end as scheduled and full value of the service will be charged regardless of arrival time. In these situations, we would be more than happy to service you for the remainder of your scheduled appointment.

Cancellation/ No Show Policy:

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting a much-needed service. Conversely, the situation may arise where another patient fails to cancel, and we are unable to schedule you for an appointment. If an esthetic appointment (Facials, Waxing, Peels, Lash Services, etc.) is not cancelled at Selfcare by CalMedCiti at least 24 hours in advance you will be charged a fifty-dollar (\$50) fee. If a medical appointment (Emsculpt, Injectables, Laser Services, PDO Threads, etc.) is not cancelled at Selfcare by CalMedCiti at least 24 hours in advance you will be charged a one hundred-dollar (\$100) fee.

Patient's Printed Name over Signature

Date