

Eden Medispa
405 Kiva Court, Santa Fe, NM 87505
(505) 988-3772
www.edenmedispa.com



NEW CLIENT INFORMATION

Date: _____

Client Name: _____

Home Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Work Phone: _____ E-mail*: _____

What is your preferred contact method? Home phone Work Phone Cell phone

Date of Birth: _____ Age: _____

Occupation: _____

In Case of Emergency, please Contact: _____

Emergency Contact Phone Number: _____ Relationship: _____

How did you find out about Eden Medical Spa?

Santa Fe Ob/Gyn Patient Website Referred by _____

PasaTiempo Ad Other _____

**Email addresses are used only for Eden Medispa specials and news (and not more than once per month).
Eden does not sell or otherwise release email addresses of any of our clients to third parties.*

Updated Sept 2011

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FINANCIAL AND CANCELLATION POLICIES

Cancellation and No-Show Policy: Time with a service provider is blocked on our schedule for your appointment. We are happy to reschedule all treatments or appointments that are cancelled with advance notice (no later than 5:00 pm the day before the appointment). Clients who do not show up for a scheduled treatment or appointment, or who cancel the day of the appointment, will be charged a \$50 cancellation fee that will be automatically charged to the credit card we have on file. (Note: Any cancellation fees collected by Eden Medispa will be donated to a local nonprofit organization.)

Product Refunds: We cannot offer a refund on skincare or other products that have been opened or that are returned unopened more than thirty days after their purchase. We are happy to give you samples of products to try prior to your purchase of a product.

Credit for Unused Services: If a client does not tolerate a procedure, we will be happy to offer credit for alternate services equal in value to the services that has been purchased. No cash refunds can be given on unused services, and credit for services cannot be used to purchase products. We make no guarantee as to the final result for client's treatments and we do want to make clients aware that our recommendations regarding number of treatments are only an estimate and to achieve optimal results, additional treatments may be needed.

Pre-treatment Instructions: We reserve the right to cancel and reschedule procedures if a client has not followed our pre-treatment instructions (e.g. sun tanning before a laser treatment) as described in our written pre-treatment guidelines for each treatment, and to charge the cancellation fee. This policy is to ensure that our clients have the best possible outcomes from their treatments and reduce the risk of an adverse result.

I have read and understand this Financial and Cancellation Policy for Eden Medispa and agree to comply with this policy.

Date: _____

Client Name (please print) _____

Client Signature: _____