



MEDISPA
MAUI
THE STOLLEY CENTER

MediSpa Maui Policies

Appointment Policy

Arriving late will deprive you of valuable treatment time. We will make every effort to perform your entire treatment as in the Policies of Appointment for remaining scheduled time but we reserve the right to reschedule your appointment if arriving more than 10 minutes late the cancellation fee will be applied (see cancellation Policies of Appointment for details).

Cancellation / No Show Policy

At MediSpa Maui we have a 48 hour Cancellation / No Show Policy in place to ensure guests can get in for appointments in a timely manner and to respect our providers' time. Any appointment that no shows and/or cancels within 24 hours will have the following fee automatically charged to the credit card on file:

\$150.00 booking fee

If a client has no shown and/or late canceled 3 times, client will then be required to prepay in full for future services at time of booking appointment. The amount pre-paid for is nonrefundable if the no-show/cancellation policy is violated. If the appointment is rescheduled prior to 24 hours of the appointment time, the amount paid will be credited for future services at MediSpa Maui. We respect our patients and our Providers' time as they are booked out weeks to months ahead, and we have a significant waiting list. Last-minute cancellations do not allow us time to fill those open times. We appreciate your understanding of our cancellation policy. This will allow the MediSpa Maui team to continue to provide the highest quality service for you and future patients, as well as valuing our team members' time.

By scheduling an appointment, you are agreeing to our cancellation/no-show policy.

Refund Policy

We do not offer refunds on any services rendered. Aesthetic results are variable from person to person and treatment to treatment. While we do our best to achieve

the desired outcome, it cannot be guaranteed. Patients are responsible for additional treatments needed to achieve desired results.

Retail: We do not offer refunds on products purchased. Defective products may be exchanged within 14 days for the same product only.

No refund on Gift Certificates purchases. Transferring to other MediSpa Maui patients is allowed.

Children Policy

Here at MediSpa Maui, we love babies and children, however, we ask that you please make childcare arrangements prior to your appointment. This ensures the safety of your children as well as a relaxing environment for all clients.

Pet Policy

Although we love animals, we ask that you please leave your pet at home during your visit to MediSpa Maui.

Should you arrive to an appointment with a pet that is not a service animal, you will be asked to remove the animal from our healthcare facility. To avoid any disruption or inconvenience, we ask that you please leave your pet at home.

Thank you for your cooperation and consideration of all our patients.