

THE MIRROR

SPA Patient Policies

At The Mirror Spa, we are committed to providing every patient with focused, unhurried care. Because our appointments are reserved specifically for you, the policies below help us honor that commitment to all of our patients. Thank you for reviewing and respecting them.

1. LATENESS

- Patients are given a 15-minute grace period from the scheduled appointment time.
- If you arrive after the 15-minute grace period, your deposit will be kept by the practice and will not be applied toward a new appointment.
- Arrivals after the grace period will need to reschedule, unless otherwise accommodated at the discretion of your provider.
- We recommend arriving 10 minutes early to complete any necessary paperwork before your scheduled start time.

2. RESCHEDULING

- We require a minimum of 24 hours' notice to reschedule any appointment.
- Appointments rescheduled with 24 hours' notice or more will have their deposit applied to the new appointment date.
- Appointments rescheduled with less than 24 hours' notice will forfeit their deposit (see Cancellations below).

3. NO CALL / NO SHOW

- A “no call/no show” is any appointment missed without any notice to our office.
- No call/no shows will result in forfeiture of the full deposit.
- After two (2) no call/no shows, patients will no longer be accepted for future bookings at The Mirror Spa.

4. CANCELLATIONS

- Cancellations made 24 hours or more before the scheduled appointment: deposit may be applied toward a future appointment or refunded.
- Cancellations made less than 24 hours before the scheduled appointment: deposit is forfeited.
- All appointments require a deposit to book.

5. TOUCH-UP POLICY — NEUROMODULATORS & DERMAL FILLERS

Neuromodulators (Botox, Dysport, and similar treatments):

- A complimentary touch-up is available between 14 and 30 days following your initial treatment.
- Touch-up requests made before 14 days or after 30 days will not qualify for complimentary correction, as results are still settling or the treatment cycle has concluded.

Dermal Fillers:

- A complimentary touch-up is available between 14 and 30 days following your initial treatment, consistent with our neuromodulator policy.
- Touch-ups outside this window will be assessed by your provider and may be treated as a new appointment subject to standard pricing.
- Complimentary filler touch-ups cover 0 – 0.2mL.
- Touch-ups between 0.2mL – 0.4mL are subject to a \$150 injector fee.
- Touch-ups beyond 0.4mL will require purchase of a half syringe or full syringe, as needed.

All touch-up appointments are subject to provider evaluation to confirm medical appropriateness.

Questions about our policies? We're happy to help — just ask your provider or our front desk team.