Cancelation Policy

Our Commitment to Your Time & Care

At **Refined Women's Wellness**, we are committed to providing a personalized, attentive experience for every patient. To better accommodate appointment availability, respect our providers' dedicated time, and ensure fairness to all patients, we have updated our consultation, deposit, and cancellation policies.

These updates help us minimize last-minute cancellations, maintain efficient scheduling, and reserve the appropriate time and resources for your individualized care.

We appreciate your understanding and cooperation as we continue to prioritize the quality of your experience at RWW.

Appointments must be canceled or rescheduled **at least 48 hours in advance** via call or text to avoid a cancellation fee. Late cancellations or missed appointments may result in a charge to the card on file. Any deposits made for a future appointment is with the intent to reserve time on the providers schedule.

New Appointment Service Deposit

All **first-time appointments** require a **$100 deposit** to secure the booking. **$50** of this deposit will be **applied toward your service at checkout**.

Repeat Late Cancellations or No-Shows

Clients with repeated late cancellations or missed appointments may be required to place a **$50 deposit** to secure future bookings. This deposit will be applied toward the scheduled service.

Service-Specific Deposits

Select services may require a **deposit** based on appointment length, service type, or provider scheduling. Any required deposit will be discussed at the time of booking and applied toward the service rendered.

Prepaid Package Appointments

For clients with **prepaid packages**, late cancellations or no-shows will **not incur an additional fee**. Instead, the value of the missed appointment will be **redeemed from the package as a service credit**. Redeemed services are non-refundable and non-transferable.

Deposit Forfeiture & Exceptions

In certain circumstances, **deposit forfeiture may be waived**, and your deposit may remain available for future services. When you arrive for your appointment and, during consultation, one of the following is determined:

- Your concern cannot be managed with conservative treatment and a referral is recommended
- The desired outcome exceeds the capabilities of our treatments or modalities
- A medical or clinical contraindication prevents the service from being performed

These determinations are made **at the provider's discretion on a case-by-case basis**, and all available options will be discussed during your appointment.

Prepaid Package Service Forfeiture:

Prepaid packages, similar to a service deposit, are designed to reserve dedicated provider time and treatment resources. In the event of a late cancellation or no-show, **no additional cancellation fee will be charged**. Instead, the value of the missed appointment will be **redeemed from the prepaid package as a service credit** and considered rendered for scheduling purposes.

Service credits redeemed from prepaid packages are **non-refundable, non-transferable**, and cannot be converted to cash or applied to future deposits. This policy allows us to honor provider time while offering a fair and transparent alternative to traditional cancellation fees.

Service Deposit Forfeiture:

Deposits collected at the time of scheduling are intended to reserve provider time. In the event of a **late cancellation or no-show**, the deposit may be **forfeited** and is **non-refundable and non-redeemable** toward future appointments.

Service Deposit Details

All patients will be required to secure a card on file for scheduling.

- New Patients - **$100 due at scheduling.** When proceeding with a treatment, service, or product that day, **$50 of your deposit will be applied toward your purchase.** In the event you choose to not proceed at that time, your $50 credit will not carry forward to a future appointment.

- Existing Patients (Inactive 6+m) - **$100 due at scheduling.** When proceeding with a treatment, service, or product that day, **$50 of your deposit will be applied toward your purchase.** In the event you choose to not proceed at that time, your $50 credit will not carry forward to a future appointment.

- Existing Patients - **Credit Card must be placed on file for all appointments.** Service Deposit may be required for select treatments due to duration of service.

- < 48 hour notice cancellation - **With Reschedule:** $50 of your original deposit will be forwarded to reserve your rescheduled appointment, forfeiting the ability to apply any credits towards new treatments at check out. **Without Reschedule:** Your deposit will be forfeited. $100 will be due at scheduling for a new appointment.

- > 48 hour notice cancellation - **With Reschedule:** Full deposit will be transferred to new appointment and $50 will be applied toward treatment at check out. **Without Reschedule:** Full deposit will be valid for 30days of appointment, then forfeited. $50 will be due at scheduling for new appointment without a credit to be applied toward treatment at check out.

- Same day cancellations or No Shows - $50 will be charged to your card on file and $50 will be required to book future appointments.