

# GARDEN CITY MEDICAL AND WELLNESS SPA

## BUSINESS POLICIES

### GENERAL POLICIES:

1. **Client Intake, Medical History & Consent** - All clients are required to complete a Client Intake and Medical History form annually. It is the client's responsibility to update their provider regarding any changes to their medical history or health status. Additionally, consent forms must be signed for each service at every visit. **Garden City Medical & Wellness Spa™ will not perform any service on a client who refuses to fill out these forms in their entirety with all required signatures.** not perform any service on a client who refuses to fill out these forms in their entirety with all required signatures.
2. **Liability & Client Responsibility**- **\*\*Clients are responsible for providing accurate, up-to-date medical information and adhering to post-treatment care guidelines to ensure safe and effective results\*** Garden City Medical & Wellness Spa™ is **not liable for any adverse reactions or complications that occur during or after a service if a client:** Falsely represents or withholds information regarding their medical history, Knowingly proceeds with a treatment for which they have a known contraindication, Neglects or disregards aftercare instructions provided by their provider.
3. **Insurance and Payment**- All services provided by Garden City Medical & Wellness Spa™ are strictly cosmetic and are **not eligible for insurance coverage or reimbursement. Clients are responsible for the full cost of their treatments,** as these services are not deemed medically necessary.
4. **Service Discontinuation Policy**- Clients have the right to stop a service at any time and for any reason. **If a client wishes to discontinue a treatment, they must communicate their decision clearly and unambiguously to their provider. In the event a service is stopped, a 25% service fee will be charged. For all neurotoxins, the client will be responsible for the full cost of the units administered up to the point of discontinuation. For dermal fillers, the client will be charged for the full syringe once it has been opened, regardless of the amount used.** This policy ensures fairness to both clients and providers while maintaining the integrity of our services
5. **Provider Discretion & Safety Policy**- Garden City Medical & Wellness Spa™ prioritizes client safety and optimal treatment outcomes. **Our providers reserve the right to deny or postpone a service at their discretion if they determine that the client is not a suitable candidate for the requested treatment, a medical contraindication exists that could make the service unsafe, or proceeding with the treatment may compromise the client's health or well-being.** Decisions are made with the client's best interest in mind, and alternative options or next steps will be discussed when appropriate.
6. **Zero-Tolerance Abuse Policy**- Garden City Medical & Wellness Spa™ is committed to maintaining a safe, respectful, and welcoming environment for all clients and staff. **Verbal, physical, or emotional abuse toward providers, staff members, or other clients will not be tolerated under any circumstances.** Persons engaging in abusive behavior will **immediately be escorted from the premises and reported to the proper authorities if necessary.** We reserve the right to refuse service to individuals who violate this policy to protect the well-being of our community.
7. **Personal Belongings**- Garden City Medical & Wellness Spa™ **is not liable for any personal belongings that are lost, stolen, or left unattended while on the premises.** Clients are responsible for keeping their valuables secure during their visit.

### SERVICES, PACKAGES AND RETAIL POLICIES:

1. **For All Services**- **Payment is due in full at the time of service.** We accept the following payment methods: Cash, debit cards, all major credit cards (with a 2.5% surcharge), Apple Pay & Google Pay, and financing through CareCredit or Cherry. Checks are not accepted as a form of payment

2. **Packages**- All package purchases are **NON-REFUNDABLE AND NON-TRANSFERRABLE**. Packages cannot be shared between multiple clients or redeemed for other services or retail products. All prepaid service packages purchased at Garden City Medical & Wellness Spa will expire two (2) years from the date of purchase. Services not used within this period will be forfeited, and no refunds or credits will be issued for any unused sessions. Clients are encouraged to schedule appointments in advance to ensure availability and maximize the benefits of their package. In accordance with CareCredit guidelines, packages purchased using CareCredit will expire 90 days from the date of purchase. Clients are responsible for utilizing their services within this timeframe, as extensions cannot be granted.
3. **Retail**- All retail product sales at Garden City Medical & Wellness Spa™ are final sale, regardless of whether the products have been opened, used, or remain unused. **We do not offer returns, or refunds on any retail items.** Exchanges will be considered only in the case of a manufacturer defect. If you believe your product is defective, please contact us within 7 days of purchase for assistance.
4. **Gift Cards/Certificates**- Garden City Medical & Wellness Spa™ gift cards do not expire. Gift cards are non-refundable, cannot be reloaded, and cannot be redeemed for cash. Additionally, gift cards \*cannot be used for gratuity or deposits (If a client intends to pay for their service in cash, **the required deposit must be made with a valid credit card and will be refunded to the original form of payment at the time of service**). Gift cards are valid only for services and retail products.

### **MEMBERSHIP POLICIES**

1. **Membership Plans and Billing**: Memberships are available in two billing options: **Monthly Membership**: A recurring monthly charge with a **six (6) month minimum commitment** from the date of enrollment. **Annual Membership**: A one-time annual charge offered at a **20% discount** compared to the monthly plan, with a **12-month commitment** from the date of enrollment.
2. **Commitment Period and Auto-Renewal**: All memberships automatically renew upon the completion of the initial term. Monthly memberships will auto-renew every six (6) months. Annual memberships will auto-renew every twelve (12) months. Members may opt out of renewal by submitting a written cancellation request at least **30 days prior** to the renewal date.
3. **Use-It-Or-Lose-It Benefits**: Membership benefits are allocated on a monthly basis and unused benefits **do not roll over** and will be forfeited at the end of each month.
4. **Cancellation Policy**: A **30-day written notice** is required for membership cancellation. If cancellation occurs **before the end of the initial commitment period**, the member will be responsible for paying the **difference between the member-discounted rate and the full retail price** of any services or products received during the membership period.
5. **Loyalty Discount Days**: Exclusive **Membership Loyalty Days** occur during the **first week of January** and the **first week of July**. Only members who have maintained an **active membership for at least six (6) consecutive months** up to the date of the loyalty period are eligible for loyalty discounts. Purchases may be made across multiple days within each Loyalty Week.
6. **Non-Transferable Benefits**: Membership benefits are **non-transferable** and **may not be shared** with others. Only the registered member may redeem services, benefits, or discounts.
7. **Modifications and Termination**: Garden City Medical and Wellness Spa reserves the right to modify membership benefits, pricing, or terms at any time.

### **PRIVACY POLICY**

1. **Privacy & Confidentiality**- Garden City Medical & Wellness Spa is fully HIPAA-compliant. We are committed to protecting the privacy and confidentiality of all client information. All personal, medical, and financial details are securely stored and never shared without your explicit consent. This includes, but is not limited to, your credit card information, address, phone numbers, email addresses, and the services you book. Your trust is our priority, and we adhere to the highest standards of data protection under HIPAA regulations.
2. **Client Photography & Privacy**- To accurately track client progress and treatment results, **Garden City Medical & Wellness Spa™ reserves the right to take before-and-after photos of all clients.** These photos are securely stored in each

client's individual, HIPAA-compliant profile and are used solely for internal documentation purposes. We will never share, post, or use any images on social media or other platforms without the client's explicit written consent. Your privacy and trust are of the utmost importance to us.

3. **Electronic Communication-** Garden City Medical & Wellness Spa™ is not liable for potential risks associated with electronic communication on any social media platform we operate, including data leaks, client exposure, or the unforeseen sharing, forwarding, or reposting of private information or media. While we strive to maintain the privacy of all communications, social media platforms are not HIPAA-compliant and carry inherent privacy risks. For any questions, concerns, or private inquiries, please contact us directly via email at [gcwellspa@gmail.com](mailto:gcwellspa@gmail.com) or by calling (516) 440-4800. For example, if a client sends a picture or video content of themselves through our social media, *Tik-Tok*, *Instagram*, or *Facebook* account, it may pose an exposure to potential risk, as social media platforms are not HIPAA-compliant. Any action taken by third parties, or media platforms is beyond our control, and we possess no liability for any resulting outcome.

### **CANCELLATIONS, LATE FEES AND DEPOSITS:**

1. **Deposits-** All services require a **non-refundable 20% deposit** at the time of booking. Deposits may be paid directly through our online booking site or via a secure self-pay link provided by our booking platform. **Deposits are applied toward your service at the time of your appointment.**
2. **Cancellations and Rescheduling-** At Garden City Medical and Wellness Spa, we value your time and ours. To ensure the best experience for all of our clients, we require 24-hour notice. **For any cancellation or request to reschedule with less than 24 hours' notice, the deposit will be forfeited and a new deposit will be required to secure any future bookings. With 24 hours' notice, the deposit will be transferred to your rescheduled appointment.**
3. **No-call, No-show-** no-shows significantly impact our providers' schedules and prevents other clients from receiving timely services. **Clients who fail to show up for a scheduled appointment without prior notice will be required to pay a non-refundable, non-transferable deposit equal to the full cost of the service when booking future appointments. Additionally, clients with a no-call no-show history will be blocked from using our online booking platform and will need to contact the spa directly to schedule services.** We appreciate your understanding and cooperation in respecting our team's time and the needs of all clients. **Appointment Declinations-** Garden City Medical & Wellness Spa reserves the right to decline appointment requests from clients who have missed multiple appointments. Repeated no-shows or late cancellations disrupt our schedule and impact the availability of services for other clients. **Appointment requests from clients with a history of missed appointments will be reviewed on a case-by-case basis, and future bookings may be denied at the discretion of management.**
4. **Late Arrivals-** We strive to provide every client with the highest quality care and attention. To ensure timely service for all appointments, we kindly ask clients to arrive on time. **Clients who arrive 10 minutes or more after their scheduled appointment time may be denied service at the provider's discretion.** In such cases, **the appointment may be rescheduled with an included late fee of 50% of the service, or the service may be completed with the time that remains at the full price of the service.** Please contact us as soon as possible if you anticipate being late to discuss available options.
5. **IV Vitamin Infusion Deposits-** At Garden City Medical & Wellness Spa, each IV vitamin infusion bag is custom-prepared specifically for each client. **Due to the personalized nature of this service, a non-refundable, non-transferable \$75 deposit is required at the time of booking. This deposit cannot be applied to other services or transferred to another client.**
6. **Accepted Payments for Deposits-** Gift cards cannot be used to pay for appointment deposits. If a client intends to pay for their service in cash, or with a gift card, **the required deposit must be made with a valid credit card and will be refunded to the original form of payment at the time of service.** Alternatively, clients may visit the spa in person to pay their deposit in cash or keep the deposit as an account credit. This policy helps us secure appointments while providing flexible payment options for our clients.
7. **Form Completion-** To ensure a smooth and timely check-in process, **we kindly request that all clients complete their intake, medical history, and consent forms electronically before their appointment.** If forms are not completed in advance, **please plan to arrive \*\*15–20 minutes early\*\* to complete them on-site.** This helps us stay on schedule and maximize your treatment time.

## **POLICY ON MINORS:**

1. **Parental/Guardian Consent**- All clients under the age of 18 are considered minors and require parental or legal guardian consent for all services. A parent or legal guardian must be present at the time of the minor's appointment, and is responsible for completing the Client Intake Form, Consent Forms, and an additional Parental/Guardian Consent Form. Services will not proceed without the required documentation and the on-site presence of the parent or guardian during the intake process.
2. **Minor Supervision**- For all services provided to clients under the age of 18, a parent, legal guardian, or a pre-determined authorized representative of the parent/legal guardian who is at least 18 years of age must remain on-site for the entire duration of the service. For minors receiving laser hair removal services on areas other than the face and neck, a parent, legal guardian, or pre-determined authorized representative of the parent/guardian who is at least 18 years of age must remain in the treatment room for the entire duration of the service. Protective eyewear will be provided to the supervising individual to ensure their safety throughout the procedure. These policies ensure the safety, comfort, and well-being of our minor clients during their visit.
3. **Unaccompanied Minors**- For the safety and well-being of all clients and staff, **unaccompanied minors are not permitted anywhere on the premises, including the reception area or treatment rooms. Children are not allowed in treatment rooms during client services due to the presence of medical equipment, tools, and chemicals that may pose serious safety risks.** Garden City Medical & Wellness Spa™ is not liable for any injuries, misconduct, or damages caused by unsupervised minors. Parents or legal guardians will be held responsible for any damages or costs resulting from their child's unsupervised actions while on the premises. We appreciate your understanding and cooperation in maintaining a safe and professional environment for all.

Garden City Medical & Wellness Spa™ Business Policies are subject to change. No notice of change shall be required due to any party. Responsibility for knowledge of current Business Policies is the sole duty of patrons, members, clients, customers, or any other persons receiving goods or services from, or in connection with Garden City Medical & Wellness Spa™ and their agents, officers, employees, staff, or other associated personnel. By receiving goods or services from, or in connection with, Garden City Medical & Wellness Spa™—including its agents, officers, employees, staff, and associated personnel- clients agree to adhere to and be bound by all business policies established by Garden City Medical & Wellness Spa™. Last updated 09/09/2025. 317c Nassau Boulevard, Garden City South, NY 11530.