



## Office Policies

175 SW 7th Street, Suite 1411, Miami, FL 33130  
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On behalf of Dr. Calderón and the associates at Refresh Your Beauty®, we would like to welcome you to our practice. We are very pleased and honored that you have chosen us to take care of your aesthetic needs.

The services provided at our practice are highly individualized. We are committed to developing a customized aesthetic care program to maintain and enhance your beauty and youthfulness.

## Office Hours

Office Business hours are from Monday 10:00am - 5:00pm and Tuesday-Friday 10:00am - 6:00pm.

Please note that after-hour urgent calls should be directed to **305-205-8846**. If you are experiencing a medical emergency please call 911 immediately.

## Initial Consultation

The initial consultation with our providers is complimentary. Pricing for procedures can only be determined after a complete evaluation provided by the physician. This allows your treatment to be customized and individualized specifically to your needs.

## Payment

Payment is required in full at the time of the service rendered for all treatments.

## Methods of Payment

For your convenience we accept all major credit cards including Master Card, Visa, American Express, Cash, Personal Checks (with a valid driver's license) and CareCredit Financing.

Please note that any personal checks returned for non-sufficient funds (NSF) will incur a **\$25 fee**. The NSF fee along with the total amount due may only be remitted with a cashier's check or money order.

## Scheduling and Appointment Reschedule

A scheduled appointment is required for all services. Please arrive 10-15 minutes prior to your appointment so you may complete any necessary paperwork. Arriving on time helps us to stay on schedule, minimizing the waiting time for you as well as our other patients.

In respecting everyone's valuable time, we require **24 hour notice** when you are unable to keep your scheduled appointment. If you do not show or cancel your appointment without a 24-hour notice you will be charged a \$200 fee for medical appointment time or a \$50 fee for follow up appointment time. Regarding esthetician services, if you have a package or series of treatments, one treatment will be removed from your package or series. If a package or series was not purchased a \$50 fee will apply.

Additionally, we recommend scheduling your next appointment prior to leaving to ensure you are on a continual regimen with all treatments.

Please be advised that The Latitude office building requires visitors to provide **Photo I.D.** upon entering the building. Also, please be advised that a photograph will be taken for security purposes. Please notify us directly if this security procedure is of an inconvenience so we may accommodate you accordingly.

## Pregnant or Nursing Women

Due to medical grade formulations, pregnant or nursing women should notify our staff directly so that certain services can be modified to accommodate their needs.

## Suggestions

We strive our best to ensure that your every need is met. Please notify us of any opportunities in which we may improve your experience. We value your suggestions and look forward to taking care of your aesthetic needs.

## Rewards/Referral Program

We would like to extend our gratitude for your loyalty and commitment by offering you the opportunity to participate in our Refresh Rewards Program. For every dollar you spend on a service at our practice, a point will be added to your account. These points equate to savings on your upcoming procedures. It's easy earn points and save money!

Additionally, for every friend/family member you refer, each of you will receive **10% savings** on your next treatment. Please note that referral savings and Refresh Points may not be combined. We appreciate your understanding in this matter and the value of everyone's time.

