

# Package Agreement

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1. Thank you for filling out the info below: \*

You've recently purchased a package from Skin Care by Kayla, LLC. Your package contains a pre-determined and mutually agreed upon number of treatments and/or products, which are outlined in the package benefits email but can also be found at the link below:

<https://www.vagaro.com/skincarebykaylav/memberships>

\*Custom or seasonal packages may not be viewable at the link. Please refer to your benefits email instead, if that is the case. The email can be sent again upon request. Please, don't hesitate to ask.\*

All packages are NON-REFUNDABLE. At the business's discretion and upon request, a package may be converted to a remaining monetary value virtual gift certificate for use on products and/or services offered by Skin Care by Kayla at the time of conversion.

2. Do you understand and agree to the above? \*

I do

I do not

Any products included in the package will be provided to you within 1 month of package purchase. In almost all cases, products will be provided upon package purchase or with

your first service redemption. Unfortunately, stocking, supply chain, and shipping issues can and do occur outside of Skin Care by Kayla's control. I appreciate your understanding.

Services included with your package are redeemable within ONE year of purchase. If any number of the included services are not redeemed within a year: The remaining, unredeemed monetary value is placed on a virtual gift certificate to be used as you choose on products or services available via Skin Care by Kayla at the time of conversion from package to gift certificate.

To be clear, the services included in your package DO expire one year after purchase, but the money you spent does NOT expire. Any unused monetary value will be put on a Skin Care by Kayla gift certificate one year after package purchase.

3. Please indicate your understanding of product supply, service expiration, & remaining monetary value gift certificates as described above: \*

I understand

I do not understand

Packages cannot be shared with friends, family, or anyone else. They are for use by you, the original intended client, only.

4. Do you understand and agree to abide by the above? \*

Yes, I agree

No, I do not agree

Your package came with a recommended treatment plan from Skin Care by Kayla. (For example: Use all home care products as directed, and redeem your services once per month.) If you do not follow the recommended treatment plan, your results will be lessened--in some cases, significantly so. It is in your best interest to follow the recommended treatment plan. This may mean scheduling your next few appointments ahead of time, to ensure you're in the most convenient time slot for you.

Skin Care by Kayla does NOT guarantee convenient appointment availability, especially if you are rescheduling an appointment or attempting to schedule an appointment less

than 6 weeks before the desired date.

I will do my absolute best to work with you and your schedule, but I do recommend scheduling your entire package upon purchase.

5. Please indicate your understanding of treatment plans and scheduling, as described above: \*

- I understand
- I do NOT understand

Package redemption appointments are still subject to my cancellation/ no-show policy. I ask that you give a minimum of 48 hours notice when canceling or rescheduling.

Two instances of no shows, being 15+ minutes late, or cancelling with less than 24 hours notice (or any combination thereof) will result in the deduction of one visit from your package. A third instance, and every single instance thereafter, will result in the deduction of one visit from your package.

I also reserve the right to refuse sale of any future packages or memberships to you after repeated last minute cancellations, habitual tardiness, or any number of "no call, no show" occurrences.

This policy is in place to ensure everyone who wants to visit is able to. I appreciate your understanding.

6. Please indicate your understanding and agreement to abide by my cancellation & no-show policy: \*

- I understand and agree to abide
- I do NOT understand or agree to abide

7. How would you like your copy of this information? \*

- PRINT my package agreement information
- EMAIL my package agreement information

Please sign below to indicate your agreement to abide by the above stipulations and policies. \*

I agree to use [electronic records and signatures](#).

Clear

✕ Customer Signature

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Submit

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