

NTMS Operating Policies and Procedures

By clicking the option to “Book Now”, you agree to the Terms of Use listed here and all policies listed below:

Communications through our website or via email are not encrypted and are not necessarily secure. Use of the internet or email is for your convenience only, and by using them, you assume the risk of unauthorized use. By advancing to the booking site, you hereby agree to hold Nouveau Toi Med Spa, and its affiliates, harmless from any hacking or any other unauthorized use of your personal information by outside parties.

-VALUABLES & ELECTRONIC DEVICES-

PLEASE AVOID BRINGING JEWELRY OR OTHER VALUABLES AS NOUVEAU TOI MED SPA IS NOT RESPONSIBLE FOR BROKEN OR MISPLACED ITEMS. WE ASK THAT ALL ELECTRONIC DEVICES ARE SILENCED ON PREMISE TO MAINTAIN A RELAXING ENVIRONMENT FOR ALL.

-ALL TREATMENTS AND/OR SERVICES AT NTMS-

SESSION TIMES INCLUDE A TOTAL OF 10 MINUTES FOR CONSULTATION AND DRESSING, WHICH OCCURS PRE AND POST TREATMENT. ALL SERVICES ARE NOT MEANT TO DIAGNOSE, TREAT, CURE, OR PREVENT DISEASES, ILLNESSES, IMBALANCES, OR DISORDERS. YOU SHOULD CONSULT YOUR DOCTOR IF YOU ARE EXPERIENCING CONTINUAL OR SEVERE PAIN IN ANY AREA OF YOUR BODY. INDIVIDUAL RESULTS MAY VARY. ALL UNDERAGE INDIVIDUALS WILL REQUIRE CONSENT FROM A GUARDIAN.

-SPA PACKAGES -

ALL SERVICES PURCHASED IN PACKAGES MUST BE USED WITHIN 90 DAYS UNLESS SPECIFIED, ALL SERVICES PURCHASED IN

PACKAGES WILL BE SCHEDULED FOR THE TIME INCREMENT SPECIFIED ON THE BOOKING PAGE, ADDITIONAL TIME CAN BE PURCHASED AND USED WITH PACKAGE TIME. PACKAGES MAY ONLY BE USED BY ONE PERSON, UNLESS THEN PACKAGE IS SPECIFIED AS A SHARED PACKAGE.

-PRODUCT RETURNS AND TREATMENT REFUNDS-
PRODUCT RETURNS AND TREATMENT SESSIONS ARE NON-REFUNDABLE. NO EXCEPTIONS.

-RETAIL PRODUCT RETURN POLICY-
PRODUCT RETURNS AND TREATMENT SESSIONS ARE NON-REFUNDABLE AND WILL ONLY BE GIVEN IN SPA CREDIT AT THE DISCRETION OF THE SPA MANAGER. RETAIL PRODUCT RETURNS MUST BE DISCUSSED WITH MANAGEMENT AS INDIVIDUAL CASES MAY VARY. IF PRODUCT IS DAMAGED OR ALTERED IN ANY WAY YOU WILL NOT BE ELIGIBLE FOR SPA CREDIT. NO EXCEPTIONS.

-GIFT CERTIFICATES-
GIFT CERTIFICATES ARE NON-REFUNDABLE, NON-TRANSFERRABLE, AND EXPIRE ONE YEAR FROM POINT OF SALE. GIFT CERTIFICATES MAY BE USED BETWEEN SPA LOCATIONS. PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

SHIPPING POLICY

Nouveau Toi MedSpa will ship any products to clientele within the United States excluding Hawaii and Alaska.

Products must be paid in full at the time the order is placed, including taxes and shipping.

PRE SERVICE CONSULTATIONS

If the service that you've chosen requires a consultation, it is your responsibility to book the consultation associated with your service. Most pre service consultations are free and some may take place at the time of your service but, if specified, please book your pre service chat, to allow us to get to know you better and develop a plan of care as unique as you are.

TREATMENT SATISFACTORY/GUARANTEE

The practice of aesthetics is not an exact science.

Although satisfactory results are anticipated, there can be no guarantee or warranty expressed or implied by anyone as to actual results you may receive.

Occasionally, additional treatment and or treatment for problems or complications may be required. These could result in additional charges for which you may be responsible for. Please read all risks associated with services including any pre/post care or instructions that are associated with the specific service that you book. By booking services/treatments you will assume the responsibility of all independent research associated with the procedure. Consents and liability waivers will be signed prior to services which will release Nouveau Toi Med Spa and its associates/affiliates of any responsibility and liability as a result of the service provided and in the process of performing any services.

ON-SITE OR MED SPA OCCURRENCES

Nouveau Toi Med Spa nor its owners or affiliates will assume responsibility for any occurrence or accident inside of the Med Spa or in the building located at 2323 S Voss Rd. Houston, TX 77057. This includes incidents to vehicles or personal property, located at the address above. Complimentary beverages are offered to each guest. Nouveau Toi Med Spa nor its owners or affiliates will not be held responsible for any incidents or injuries sustained as a result of consuming any beverage offered to our guests. No children under

the age of 18 are allowed in the med spa unless they are receiving a service and are accompanied by a guardian.

No additional guests will be allowed to wait for any guests receiving services, in the lobby or any area inside of the Med Spa.

CANCELLATION POLICY

Nouveau Toi MedSpa has a 24 hour cancellation policy.

Should you need to cancel or reschedule an appointment please give us 24 hours notice so we can make the time available to other clients.

Failure to show up for a scheduled appointment will result in forfeiture of prepaid service is booked.

All cancellations made within less than 24 hours notice are subject to a \$50.00 cancellation fee.

LATE ARRIVALS

Please allow us the entire service time for your procedure. If you are more than 15 minutes late, your appointment may be subject to cancellation at the service provider's discretion based upon their availability.

RIGHTS RESERVED

Nouveau Toi Med Spa will communicate policy changes with you in advance if possible. It is not the responsibility of Nouveau Toi Med Spa to notify its patrons of services or price changes but will honor the prices and services, as stated at the time of booking. We reserve the right to refuse service at our discretion, to anyone, for any reason.

WE DO, take pride in our PASSION...And we will STRIVE to EXCEED your EXPECTATIONS. If, for any reason, you feel that we can improve your experience or the experience of others, we WELCOME your feedback.