

Bel Esprit Medical Spa Policies

Cancellation Policy

We understand unexpected complications and illnesses arise, however, a reservation is a promise between one of our experienced providers and the client. With the time constraints of our providers, ample notice is required for rescheduling appointments. If a prepaid package appointment is cancelled, missed or rescheduled inside of 48 hours, there may be a charge to the account. Arriving more than fifteen (15+) minutes late may result in cancellation of appointment.

Return Policy

Service packages and pre-paid treatments are not subject to refunds. Package prices and pre-paid treatments are good for 3 months after date of purchase unless otherwise specified. If for some reason you are not satisfied with an un-rendered, pre-paid service, the remaining balance can be used towards other services at Bel Esprit Medical Spa.

In the event that you are not satisfied with a skin care product or unable to use a skin care product, it can be returned (unopened) for a refund within 14 days from date of purchase. In the event that the product is opened and a client is not satisfied with the performance of the skin care product or unable to continue using the product, it can be returned for a spa credit within 30 days of purchase to be used towards other purchases.

Check-in

Please arrive on time to your scheduled appointment. This will allow us to get you checked in and confirm any important information.

Privacy Policy

Bel Esprit takes privacy seriously. We ensure that the staff at the medical spa will not discuss client treatments with any other clients. In order to ensure your full privacy, our staff may periodically ask you to verify specific information such as a phone number, texting preferences or an address.

Gratuities

The best tip we can receive is your repeat business and referrals. However, if you are exceptionally happy with the service you received during your visit, our providers do accept tips.

If you have questions please let us know at 970-221-1280