

Appointments & Cancellations

Last updated 07.31.2023

- A credit card is required to reserve an appointment.
- If you are unable to attend your appointment, please contact us immediately at 818-987-3724 or via email at dr.tinagetty@gmail.com . Please inform us at least 24 hours before your scheduled appointment if you wish to cancel. Failure to cancel or reschedule within this time frame will incur a 50% service charge.
- Please arrive to your appointment at least 10 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or cancellation of the appointment. At Dr. Tina Getty, we will do our best to ensure that your appointment runs on time; however, should we need to cancel or postpone your appointment on short notice, we will make every effort to contact you in advance.
- If you arrive late to your appointment, you will still be charged for the entirety of the service.
- Prior to your appointment, we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of your appointment, or reduced treatment time.

Package of treatments

- All treatments purchased as a package must be paid in full prior to the first treatment. All treatment packages must be used within 3 months of the date of purchase. Any treatments left unused after 6 months will be forfeited.

Treatment suitability

- We will always assess whether a treatment is suitable for you, or if it will yield desired results, prior to any treatment being carried out. If not, we will inform you as to the reasons why. You will only be liable for the cost of the initial consultation, when applicable.

Liability

- Dr. Tina Getty is not responsible for any left or stolen goods in our locations.
- It is the client's responsibility to ensure that he or she provides Dr. Tina Getty with all relevant medical details prior to each treatment. Dr. Tina Getty will not be liable for any damage that occurs as a result of the client's failure to disclose such details.
- The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, Dr. Tina Getty regarding the care of a treated area. Nothing in these terms of business shall exclude or limit Dr. Tina Getty liability for death or any personal injury resulting from Dr. Tina Getty negligence.

Your right to complain

- Dr. Tina Getty strives to treat all its clients appropriately, compassionately and fairly. If, however, you have an issue in relation to your treatment and service provided by the employee, you are entitled to lodge a complaint, either verbally, by telephone or in writing. We will endeavor to fix any concern raised by a client.

Return policy

- No refunds and no returns. Products and services that have been used or opened can not be accepted for return.