

# CLINIC ETIQUETTE

Dear Clients,  
Please take a moment and read the following

## Reservation

We are committed into providing excellent customer service and maximum care. Please book your appointment in advance to secure your preferred day and time.

## Clinic and Treatment Hours

Weekdays: 8:00-19:00

Saturday: 8:00-13:30

## Appointment

Please arrive 15 minutes prior to your appointment. This will give you plenty of time to check in, relax and enjoy our welcoming and light refreshments.

## Cancellation

If you need to cancel or re-schedule your appointment we would truly appreciate it if you could contact us 24 hours in advance, while we turn away other clients to hold your reservation.

## Environment

To respect the relaxing and peaceful environment we aim to provide at the waiting area, we kindly ask you to refrain from using your cellular phone. Your cooperation in providing a quiet environment is much appreciated.

## Relaxation

At the completion of your treatment you are provided with additional time to relax in our waiting room with a comforting tea. If you have any further questions regarding your treatment or you would like product information and recommendations, please let us know and a member of our staff will be delighted to assist you.

## Valuables

We recommend you not to carry your valuables with you during your treatment visit. The management will take no responsibility for loss of money or valuables in common areas.

## Smoking and Alcohol

Smoking and consumption of alcohol within the clinic is prohibited. If possible please do not consume any alcohol 1-2 hours prior to your treatments.

## Gift Certificates

Gift certificates for our clinic treatments are available. For more details please contact our receptionist.

## Payment

We accept cash, gift certificates and all major credit cards. All prices are quoted in euro. Taxes are already included. Prices are subject to change without prior notice.

## Refund Policy

Treatment packages and products are non refundable and may not be exchanged.

Thank you for understanding our clinic policy and we are more than happy to assist you with any concerns that you have!

DC | DERMATOLOGICUM  
SKIN • LASER • BEAUTY