

General Information Form



337 Lenox Avenue
New York, NY 10027
Phone: 646-854-2424
Fax: 646-837-0510
www.lenoxesthetics.com

Full Name: _____ Date: _____

Date of Birth: ____/____/____ Sex: Female / Male

Address: _____ Apt #: _____

City: _____ Zip: _____

Email address: _____

Primary telephone #: (____) _____ May we call to confirm appointment? Yes / No

Alternate phone # :(____) _____

How did you hear about us?

- Facebook Shop-A-Holic
- Groupon Friend/Relative/Customer (print name): _____
- Living social other (please specify): _____

What is your primary skin care concern/goal? : _____

Cellulite/ Excess body fat? : _____

Enlarged pores? _____ Acne? _____

Excess Hair? _____ if yes, are you interested in laser? _____

Fine Lines/ Wrinkles? _____ Rosacea? _____ Skin Laxity? _____

Sun and Age spots? _____ Uneven Skin-tone? _____

Other: _____

Have you in the last 6 months or are you currently taking Accutane or any medications that would make you sensitive to light (antibiotics or any arthritis medication)? YES ____ NO ____

If yes, please specify: _____

Would you like a complimentary laser consultation or test? YES ____ NO ____

Would you like a complimentary skin care consultation? YES ____ NO ____



Lenox Laser and Esthetics Policies

Lenox Laser and Esthetics is committed to provide the best experience. The following Policies are intended to enhance everyone's experience with us.

RESERVATIONS POLICY:

- Due to the high volume of interest, in order to schedule an appointment ,Lenox Laser and Esthetics requires a minimum deposit of 50% of your total , and 100% deposit for final sales.*The amount charged of the deposit might change at our discretion.
- Please arrive a minimum of 10 minutes in advance of your treatment.
- Services will begin and end on time as a courtesy to the next guest.
- As a courtesy, we attempt to confirm all appointments. This is done via all possible means (telephone, text, and email). However, please understand that (" I did not receive your call/text") is not an adequate reason for missing a scheduled appointment. Each client is fully responsible for attending their own appointments.

TARDINESS POLICY:

- We understand that sometimes being late is unavoidable. However, depending on circumstances, we may be forced to shorten or reschedule your service.
- Clients who arrive late will be charged in full for their scheduled session, but will receive an abbreviated, pro-rated session. For example, if you scheduled an hour session and arrive 15 minutes late, you will be charged for that hour session but will only receive 45 minutes of treatment for that session, including consultation and changing time.

CANCELLATION POLICY:

- We have reserved time and space especially for you and require 24 hours for cancellations/rescheduling of the appointment. If less than the required notice is given, there is a 50 \$ cancellation policy fee that will be charged in order to reschedule.
- If you have already purchased a coupon or voucher through a third party we reserve the right to redeem it and apply it towards your cancellation.
- If for any reason Lenox Laser and Esthetics needs to reschedule or cancel an appointment, as much advance notice as possible will be given. A credit card or gift card may be required to reserve appointments at our discretion.

PRICES POLICY:

- We are constantly expanding our services to bring you the latest and greatest. Although we make every effort to keep our menu updated, please note that prices and services are subject to change at any time.

GRATUITY POLICY:

- Gratuity is not included in the price of the service or spa packages, customary tipping runs 15% to 20% but is, of course, at your discretion. You may tip the therapist in the room or upon check out at the front desk with cash or credit card.

MONETARY POLICY:

- Lenox Laser and Esthetics accepts Visa, Master Card, Discover, American Express, gift cards,bank debit cards and cash .
- Lenox Laser and Esthetics gift cards are not redeemable if reported as lost or stolen and also are non-transferable.

REFUND POLICY:

- All service sales and gift card sales are final.
- Retail items can only be refunded if unused, in its original packaging, and presented with a receipt within 14 days of purchase.
- Refunds will be issued in Store credit only.

SPECIAL CONDITIONS POLICY:

- Please notify our Spa Coordinator before reserving your treatments if you have high blood pressure, special physical concerns, diabetes, or are pregnant.
- All spa guests will be asked to complete a brief questionnaire upon check-in, designed with your well being in mind.

Client's Name (Please Print): _____

Client's Signature: _____

Date: _____