

Refund + Cancellation Policy,
effective November 2023



NEW "NO REFUND" POLICY -

Thrive Wheeling does not issue refunds. If you are unable to complete your purchased services, use your membership, or need to stop your treatment plan, any unused service amounts will be credited to your Thrive account and can be used on other products & services. No cash, check, or credit card refunds will be given. All sales are final.

NEW **REQUIRED Deposit & Cancellation Policy -**

Unfortunately, our reschedules, cancellations, and no-shows are harming our business, and denying care to those that have had to wait for appointments.

Thrive Wheeling takes our Cancellation Policy seriously and expects the same from our clients. All clients will be required to provide their credit card information when booking their appointment. If you need to cancel or reschedule your appointment, please do so at least 48 hours prior to your appointment.

Failure to reschedule or cancel at least 48 hours in advance OR "No-Showing" for your appointment will result in the following fees BILLED to YOUR CREDIT CARD ON FILE:

HEALTH + WELLNESS SERVICES: Cryo, Sauna, Red Light, Normatec, Oxygen, Halo, AllCore360 = NO SHOW \$10 fee (Waived if reschedule same day/week.)

MASSAGE and Ballancer Pro - \$50 fee if less than 48 hours notice or no-show

FACIAL + SKIN AESTHETICS: Aerolase, Geneo GLo2, The SALTfacial, EMface, Venus IPL, Venus Diamond Glow, Venus Viva Nanoneedling, MOXI, Laser Hair Removal, AgeJET, etc. \$50 fee for a service that was 1 hour or less. \$100 for 75+ minute service length

BODY SCULPTING: EMsculpt NEO, EMtone, Vanquish ME, Venus Bliss MAX Laser Lipo, Venus MP2 Skin Tightening, Venus Flex Max, etc. \$50 per service scheduled

MED TEAM: BioTE Pellet Insertion, Botox, Filler, IVs \$50 per service

VITAMIN SHOTS or WEIGHT LOSS: \$10 fee per service NO SHOW \$10 fee (Waived if reschedule same day/week.)

CONSULTATIONS: A \$50 fee is required to book your consultation. If you fail to cancel your appointment at least 48 hours in advance or you "no show", your fee will be forfeited. If you attend your consultation and choose to purchase products or services SAME DAY, your consultation fee will be deducted from your purchase price.

To CANCEL or RESCHEDULE an appointment, please text 304-381-6844.