

# SKIN-LOUETTE LLC

## Concierge Service Policy

*Luxury Aesthetics & Wellness · Atlanta, GA Mobile concierge IV therapy services provided at client-selected locations*

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### PURPOSE

Skin-Louette LLC provides private mobile concierge IV therapy and wellness services delivered at client-selected locations. This policy exists to protect the safety, professionalism, and wellbeing of both our clients and our licensed RN staff. By booking a session with Skin-Louette you agree to the terms outlined in this Concierge Service Policy.

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## SECTION 1 — SERVICE LOCATION REQUIREMENTS

**1.1 Approved Locations** Skin-Louette provides services at:

- Private residences
- Hotels and resorts
- Short-term rentals (Airbnb, VRBO, etc.)
- Private offices or suites
- Other locations approved by Skin-Louette on a case-by-case basis

**1.2 Location Safety Standards** The session location must:

- Be safe, clean, and accessible
- Have adequate lighting for clinical procedures
- Have a suitable surface for the client to sit or recline comfortably
- Have space for the RN to set up supplies and work safely
- Be free from excessive noise or distractions that could affect clinical safety

**1.3 Right to Decline Unsafe Locations** Skin-Louette reserves the right to refuse service at any location deemed unsafe, unsanitary, or inappropriate for clinical procedures. If the RN arrives and determines the location is unsafe:

- The RN will immediately notify the client
  - The session will be cancelled
  - A cancellation fee may apply
  - No refund will be issued for the travel portion of the booking
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## **SECTION 2 — HOTEL & VENUE POLICIES**

### **2.1 Hotel Access**

- Client is responsible for ensuring the RN has proper access to the hotel or venue
- Client must communicate any check-in requirements, key card needs, or front desk procedures in advance
- Skin-Louette is not responsible for delays caused by hotel access issues

### **2.2 Parking & Valet**

- All parking, valet, and access fees at the session location are the sole responsibility of the client
- Hotel valet fees, self-parking fees, garage fees, and tolls incurred by the RN during the session visit are the client's responsibility
- Parking fees will be added to the session invoice if not pre-arranged
- Clients are encouraged to arrange complimentary parking or valet validation for the RN prior to the session

### **2.3 Hotel Room Requirements**

- Client must ensure the room is ready for the session at the scheduled appointment time
  - The RN requires a clean, well-lit space to set up clinical supplies
  - Skin-Louette is not responsible for hotel policies regarding external service providers
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## **SECTION 3 — CLIENT CONDUCT POLICY**

### **3.1 Sobriety Requirement**

- Clients must be sober and not under the influence of alcohol or recreational drugs at the time of their session
- If the RN determines a client is intoxicated or impaired upon arrival the session will be immediately cancelled
- A full cancellation fee will be charged — no exceptions
- This policy exists for client safety — IV therapy administered to an intoxicated individual carries significant medical risk

**3.2 Behavior Standards** Skin-Louette reserves the right to refuse service and immediately terminate a session if a client:

- Is verbally abusive, threatening, or aggressive toward the RN
- Makes inappropriate, sexual, or harassing comments or advances
- Creates an unsafe or hostile environment
- Violates any terms of this policy

In the event of immediate session termination due to client behavior:

- Full session fee is charged — no refund
- Client may be permanently banned from Skin-Louette services
- Law enforcement may be contacted if necessary

### **3.3 Guests & Additional Persons**

- Additional guests may be present during sessions at the client's discretion
- Guests must not interfere with the clinical procedure or distract the RN
- Skin-Louette is not responsible for any health or safety incidents involving non-client guests at the session location
- Additional guests requesting services during the session must book and pay separately in advance

### **3.4 Pets**

- Client must ensure pets are secured and away from the clinical workspace during the session
- The RN reserves the right to request pets be removed from the immediate session area

for safety and sanitation purposes

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## SECTION 4 — TRAVEL & DISTANCE POLICY

**4.1 Standard Service Area** Skin-Louette's standard service area includes the Atlanta metropolitan area including Buckhead, Sandy Springs, Midtown, Decatur, and surrounding neighborhoods within a reasonable driving distance.

### 4.2 Extended Travel Fees

- Sessions requested outside the standard service area may incur an additional travel fee
- Travel fees will be communicated prior to booking confirmation
- Client may decline without penalty if travel fees are not acceptable
- Travel fees are non-refundable once the RN has departed for the session

**4.3 RN Already En Route** If a client cancels after the RN has already departed for the session:

- Full session fee applies — no refund
  - Travel fee applies if outside standard service area
  - This policy exists because the RN has already committed clinical time and travel
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## SECTION 5 — CANCELLATION & NO-SHOW POLICY

### 5.1 Standard Cancellation

- Cancellations made **more than 24 hours** before the session: deposit refunded or credited
- Cancellations made **less than 24 hours** before the session: deposit forfeited
- Same-day cancellations: full session fee may apply

### 5.2 No-Show Policy

- Clients who are not present or do not answer at the session location at the scheduled time are considered a no-show
- Full session fee applies for no-shows

- Repeated no-shows may result in prepayment requirement for future bookings

### **5.3 Late Arrivals**

- If a client is not ready to begin within 15 minutes of the scheduled appointment time the session may be shortened or rescheduled
- Full session fee applies regardless of late start

### **5.4 RN Safety Cancellations** Skin-Louette reserves the right to cancel sessions due to:

- Severe weather or unsafe road conditions
- RN safety concerns at or en route to the session location
- Any other circumstances affecting RN safety

Safety cancellations will be rescheduled at no penalty to the client.

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## **SECTION 6 — LATE NIGHT & AFTER-HOURS BOOKINGS**

### **6.1 Standard Hours** Standard Skin-Louette service hours are **10:00 AM – 7:00 PM daily**.

### **6.2 After-Hours Requests**

- Sessions requested outside standard hours are subject to availability and RN discretion
- After-hours sessions (after 7:00 PM) may incur an additional after-hours fee
- After-hours fee will be communicated prior to booking confirmation
- Skin-Louette reserves the right to decline after-hours requests at any time

### **6.3 Safety Considerations for After-Hours**

- After-hours sessions at unfamiliar locations require client verification in advance
  - The RN reserves the right to decline any after-hours session where safety cannot be confirmed
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## **SECTION 7 — MEDICAL REFUSAL OF SERVICE**

Skin-Louette reserves the right to refuse or terminate service at any time for medical reasons including but not limited to:

- Client presents with vital signs outside acceptable range

- Client discloses a contraindicated medical condition upon arrival
- Client appears to be under the influence of substances
- Client is unable to provide informed consent
- The session environment presents a risk to the safe administration of IV therapy
- Any clinical concern in the RN's professional judgment

Medical refusals will be handled with professionalism and compassion. The RN will explain the reason for refusal and recommend appropriate next steps. Deposits for medically refused sessions will be evaluated on a case-by-case basis.

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## **SECTION 8 — EMERGENCY PROCEDURES AT SESSION LOCATION**

**8.1 Emergency Response** In the event of a medical emergency during a session:

- The RN will immediately call 911
- The RN will administer emergency medications as authorized
- The RN will stay with the client until EMS arrives
- Client or guest at the location should unlock/open the door for EMS access

**8.2 Location Information** Client agrees to provide the full and accurate session location address including:

- Building name if applicable
- Floor and unit/room number
- Any access codes or instructions needed for EMS entry
- Nearest cross street

**8.3 Client Responsibility** Client is responsible for ensuring EMS can access the session location quickly in an emergency. Any delays in EMS access due to location access issues are not the responsibility of Skin-Louette LLC.

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## **SECTION 9 — ACKNOWLEDGMENT**

By booking a session with Skin-Louette LLC I confirm that:

☐ I have read and understand this Concierge Service Policy in full ☐ I agree to ensure my session location is safe, clean, and accessible ☐ I accept responsibility for all parking, valet, and access fees at my session location ☐ I understand sessions may be cancelled due to safety, weather, or medical concerns ☐ I understand the cancellation and no-show policy ☐ I agree to be sober and drug-free at the time of my session ☐ I agree to maintain respectful conduct toward the Skin-Louette RN at all times ☐ I authorize emergency medical services (911) to be contacted on my behalf if medically necessary

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**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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**RN Acknowledgment:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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