

Objective. -

These Terms of Service are concluded between the USER and Arturo Vicente Vega Ceballos, owner of the establishment called IRIS COLOR LASER (hereinafter called "DOCTOR and/or IRIS COLOR LASER"), and is intended to establish the general regulatory framework to which users will be subject of the SERVICES and FACILITIES of IRIS COLOR LASER to regulate the terms, conditions, rules of use, behavior, and interaction between USERS and the STAFF of IRIS COLOR LASER, terms that the USER is obliged to comply with so that the DOCTOR can provide the SERVICES in conditions of safety, order, hygiene and quality, for the benefit of the USER and all people

Definitions. -**Facilities:**

FACILITIES are considered to be the property, furniture, goods, equipment, consumables and/or accessories that IRIS COLOR LASER has to provide and/or facilitate the SERVICE.

STAFF:

Any person who works at IRIS COLOR LASER is considered STAFF, whether under contract, subcontract or fees.

SERVICE:

SERVICE is considered to be the provision of the service specified in the "Contract for the Provision of Professional Services" signed by the DOCTOR and the USER.

USERS:

USERS of the SERVICES and FACILITIES are all consumers, service demanders or their legal representative, their companions, representatives, servers, and/or employees who go to IRIS COLOR LASER establishments and request or have requested attention.

Terms of Service. -**Identification**

1. All USERS are required to identify themselves by means of an official identification. Any of the following is considered official identification:

- to. Professional ID with photo.
- b. Voting card.
- c. Passport.
- d. Military card.

1. In the case of foreign USERS, the equivalents of the previously mentioned official identifications, issued by their country of origin, are accepted.

2. If the USER presents any identification not previously mentioned, said identification must have been issued by a government institution in their country of origin, and must have the USER's full name and photograph.

3. If the identification presented, in the opinion of the STAFF, has signs of having been altered or has characteristics that make it easily altered, it will not be accepted and you will have to present another official identification.

Behavior

5. IRIS COLOR LASER reserves the right to admit and grant treatment to any person or USER, at any time, under the following assumptions:
 - a. Who comes for purposes other than requiring the SERVICES offered by the DOCTOR.
 - b. That the capacity of the establishment has been exceeded.
 - c. If any person or USER comes outside of service hours.
 - d. Demonstrate aggressive attitudes or provoke altercations.
 - e. Wearing clothing or symbols that incite xenophobia, racism or sexism.
 - f. Anyone who causes situations of danger, harassment, discomfort or annoyance to STAFF or other USERS.
 - g. That presents poor hygiene conditions.
 - h. Who is consuming alcohol, drugs, narcotic or psychotropic substances or shows obvious signs of having consumed them, or signs of a hangover.
 - i. That does not respect the privacy and rights of STAFF and other USERS.

Facilities

1. It is prohibited to capture photographic images, videos or audio records in the FACILITIES.
2. Food is not allowed to be consumed in the FACILITIES.
3. Smoking or consuming alcoholic beverages is not allowed inside the FACILITIES.
4. The USER agrees to the proper use of the FACILITIES. Any damage to the FACILITIES must be paid by the USER who caused said damage, covering the total amount of the repair or replacement.

Punctuality

1. All rescheduling of the USER's appointments must be done at least 24 hours in advance.
2. The USER agrees to arrive at the FACILITIES 15 minutes before the appointment. There will be a maximum tolerance of 15 minutes after the established appointment time. After that time the appointment is canceled and there will be no obligation on the part of IRIS COLOR LASER to assist the USER in the canceled appointment.
3. In the event that the USER misses his or her appointment, prior to signing the "Contract for the Provision of Professional Services", payment of the SERVICE in advance, non-refundable and valid for one year, will be required to be able to schedule future quotes.
4. In the event that the USER misses a scheduled appointment and already has the "Contract for the Provision of Professional Services", said appointment will be rescheduled at the convenience of the USER as long as there is availability in the IRIS COLOR LASER agenda and it is within of the term established in the "Contract for the Provision of Professional Services".

5. In the event that the USER changes their previously scheduled appointments on 3 or more occasions, they will be required to pay the SERVICE in advance, non-refundable and valid for one year, to be able to schedule future appointments.

Risk prevention

16. The USER agrees to follow the instructions and precautions given by the DOCTOR regarding preparation prior to, during, and after each contracted SERVICE appointment.

17. The USER agrees to follow the DOCTOR's recommendations on the use of medications and indications for patient safety. If these recommendations are not followed, the USER indemnifies DOCTOR and all STAFF from any consequence or complication that may occur.

18. The DOCTOR and the STAFF reserve the right to make appointments or continue the contracted SERVICE, temporarily or definitively, in the event that the USER presents a complication, risk situation or failure to follow the instructions and precautions that, in the opinion of the DOCTOR or STAFF, could cause damage or aggravate a condition if the contracted SERVICE begins or continues.

Payments

19. The USER agrees to pay promptly and in full for the contracted SERVICES.

20. Only contracted and paid SERVICES will be performed. For no reason will SERVICES be granted without the corresponding payment.

21. Any consultation or procedure not contemplated within the contracted SERVICES will have to be paid by the USER, in addition to the contracted SERVICE.

22. Presenting a complication, an unsatisfactory result or other problem derived from the care does not exempt payment for the SERVICE provided, nor is it a reason for reimbursement of the SERVICE provided.

23. No USER can schedule new appointments if there are debts on the SERVICE already made.

24. All payments must be made before starting the contracted SERVICE.

Prices

25. All prices are subject to change.

26. Prices expressed in currencies other than the Mexican Peso must be paid in their equivalent in Mexican Pesos (MXN).

27. Prices expressed in United States dollars (USD) must be paid in Mexican pesos (MXN) at the exchange rate published by the Official Gazette of the Federation (<https://www.dof.gob.mx/>) on the day of the pay.

28. All unscheduled reviews, evaluations or care, or appointments for sessions in which the USER decides not to do the Photothermoablative session, incur a cost of \$70 USD for every 30 minutes.

29. The cost of the initial evaluation of Photothermoablative therapy is \$150 USD. This cost is waived if the contracted SERVICE is started at the end of the evaluation, on the same day, and only the contracted SERVICE will be charged.

Communication

30. There is no obligation on the part of STAFF to respond to any communication outside of their working hours with USERS.

31. There is no obligation on the part of the STAFF to carry out evaluations, give diagnoses or medical indications by any means other than in person.

32. If the USER has a comment, suggestion or complaint about the SERVICES or FACILITIES, they may send it via email: hello@iriscolorlaser.com

IRIS COLOR LASER will apply the disciplinary measures and sanctions that in its judgment warrant, including the temporary or permanent denial of the SERVICE, when the provisions contained in this document are violated. The application and interpretation of these Terms of Service, as well as the resolution of situations not provided for therein, will be the sole and exclusive power of the DOCTOR.

Last Update October 2023

