

WELCOME TO THE STUBBLE CLUB

A Better Laser Hair Removal Experience Starts Here

Your time matters.

Every part of your experience has been thoughtfully designed to be simple, efficient, and predictable.

Unlike traditional laser hair removal clinics, we've built every step of your journey to minimize unnecessary waiting, simplify your treatment plan, and deliver a consistently exceptional member experience.

Inside this guide, you'll discover everything you need to know about your membership, what to expect during your treatments, how to prepare for each visit, and how to achieve the best possible results.

Whether this is your first laser treatment or you've experienced laser hair removal before, we're honored you've chosen Stubble.

Welcome to The Stubble Club.

SECTION 2

Why We Built Stubble

A Better Experience Starts Here

When we set out to create Stubble, we asked ourselves a simple question:

"If we were the patient, what would we want our experience to be like?"

The answer shaped everything we built.

We wanted laser hair removal to feel simple, convenient, professional, and predictable—not complicated, confusing, or time-consuming.

That's why every part of the Stubble experience has been intentionally designed with one goal in mind:

To provide an exceptional experience from your very first visit to your final treatment.

Built Around Your Time

We understand that your schedule is busy.

Whether you're balancing work, family, school, or everything in between, your time is valuable.

That's why we've created a membership experience designed to help you spend less time waiting and more time living your life.

From online scheduling to streamlined appointments and standardized treatment protocols, every detail has been thoughtfully designed to make your visits as efficient as possible without compromising quality or safety.

Designed to Be Different

At Stubble, we believe great care starts with a great experience.

That's why we've focused on creating a membership that is:

- Simple to understand
- Easy to use
- Transparent in pricing
- Consistent from visit to visit
- Professional and welcoming
- Focused on long-term results

We want you to feel confident knowing exactly what to expect every time you walk through our doors.

A Membership Built Around Consistency

Laser hair removal is most effective when treatments are performed consistently over time.

Our membership model is designed to help you stay on schedule, making it easier to complete your treatment plan and achieve the best possible results.

Rather than purchasing treatments one visit at a time, your membership provides a structured approach that keeps your progress moving forward.

Our Commitment to Every Member

Every decision we make is guided by one question:

"Does this create a better experience for our members?"

If the answer is yes, we continue building.

If the answer is no, we continue improving.

That commitment drives everything we do—from how we schedule appointments and communicate with members to the technology we invest in and the care we provide.

Welcome to a Better Experience

Joining Stubble means more than beginning laser hair removal.

It means becoming part of a membership built on professionalism, consistency, convenience, and respect for your time.

We're honored you've chosen us to be part of your journey, and we look forward to helping you achieve your goals.

Welcome to The Stubble Club.

SECTION 3

What Makes Stubble Different

At Stubble, we believe laser hair removal should be simple, convenient, and consistent.

That's why we've reimaged the entire experience—from your first consultation to your final treatment—with one goal in mind: creating an experience that's easy to understand and enjoyable to be a part of.

Here are a few of the things that make Stubble different.

A Membership, Not a Package

Rather than purchasing treatments one visit at a time, Stubble is built around a membership model designed to support your treatment journey over time.

This allows us to focus on your long-term results instead of individual appointments.

Designed Around Your Schedule

We know your time is valuable.

Our appointment system is designed to help minimize unnecessary waiting and keep your visits as efficient as possible.

Every member plays an important role in helping us create an experience that respects everyone's time.

Professional Care

Your treatments are performed using advanced laser technology by trained professionals following standardized treatment protocols designed to deliver consistent, high-quality care.

Your safety, comfort, and experience remain our highest priorities.

A Personalized Experience

Every member is different.

During your consultation, we'll create a personalized treatment plan based on your goals, treatment areas, skin type, and hair characteristics.

As your needs change, your treatment plan can evolve with you.

Focused on Long-Term Results

Laser hair removal is a process that requires consistency.

Our membership is designed to help you stay on schedule and achieve the best possible results over time.

We'll be with you every step of the way to monitor your progress and answer any questions you may have.

Built Around Relationships

We don't want to be just another place where you receive treatments.

We want Stubble to be a place where you feel welcomed, respected, and cared for every time you visit.

Our goal is to build lasting relationships with our members by delivering an experience that's professional, convenient, and consistently exceptional.

Our Promise

Everything we do is guided by one simple question:

"Does this create a better experience for our members?"

If the answer is yes, we continue building.

If the answer is no, we continue improving.

That's our commitment to you.

SECTION 4

Your Treatment Journey

Every Stubble membership begins with a personalized treatment plan designed around your goals.

While every member is unique, your journey will generally follow the same simple process.

Step 1: Consultation

Your journey begins with a one-on-one consultation.

During this visit, we'll:

- Learn about your goals.
- Review your medical history.
- Evaluate your skin and hair type.
- Determine if laser hair removal is right for you.
- Answer any questions you may have.

If you're a good candidate for treatment, we'll create a personalized treatment plan and explain your membership options.

Step 2: Your First Treatment

For many members, the first treatment can be completed during the same appointment as the consultation if appropriate.

We'll review the treatment area, answer any remaining questions, and make sure you're comfortable before getting started.

Step 3: Follow Your Treatment Schedule

Laser hair grows in cycles.

Because of this, multiple treatments are needed to target hair during the most effective stage of growth.

Your provider will recommend the treatment schedule that's appropriate for your treatment areas.

Keeping your appointments on schedule helps produce the best possible results.

Step 4: Watch Your Progress

Most members begin noticing changes after their first few treatments.

Over time, treated hair typically becomes finer, lighter, and less noticeable as your treatment plan progresses.

Because everyone is different, your results and timeline may vary.

Your provider will monitor your progress throughout your journey and make recommendations when appropriate.

Step 5: Enjoy Long-Term Results

Our goal is to help you achieve smoother skin with significantly less unwanted hair and less time spent shaving or waxing.

Even after completing your initial treatment plan, occasional maintenance treatments may be recommended to help maintain your results over time.

We're With You Every Step of the Way

From your consultation through your treatment journey, our team is here to answer questions, provide guidance, and support you along the way.

We're committed to making every visit comfortable, efficient, and focused on helping you achieve your goals.

SECTION 5

Preparing for Your Treatment

Your Pre-Treatment Guide

Following these guidelines helps us provide the safest, most effective laser hair removal treatment possible.

Please review these instructions before every appointment. If you have questions or are unsure whether something applies to you, contact our office before your visit.

Your Pre-Treatment Checklist

Before every appointment, please confirm the following:

- ☐ I shaved my treatment area within the recommended timeframe provided by my provider.
 - ☐ I have **not** waxed, tweezed, threaded, or used depilatory creams on the treatment area.
 - ☐ I have avoided excessive sun exposure and tanning.
 - ☐ I have not used a tanning bed.
 - ☐ I have not applied self-tanner to the treatment area.
 - ☐ My skin is clean and free of lotion, oils, makeup, sunscreen, deodorant (if treating underarms), perfumes, or other topical products on the treatment area.
 - ☐ I am wearing comfortable, treatment-friendly clothing.
 - ☐ I have removed unnecessary jewelry from the treatment area.
 - ☐ I have informed Stubble of any new medical conditions, medications, recent procedures, or changes to my health.
 - ☐ I am ready to ask any questions before treatment begins.
-

Please Notify Us Before Your Appointment If...

Contact the clinic before your appointment if any of the following apply:

- You are pregnant or think you may be pregnant.
- You have started any new prescription medications.
- You have recently started medications that may increase light sensitivity.
- You recently completed chemotherapy or radiation therapy.
- You have a new skin condition affecting the treatment area.
- You have an active rash, infection, open wound, or cold sore in the treatment area.
- You recently had a chemical peel, laser treatment, microneedling, or other cosmetic procedure involving the treatment area.
- You recently received a tattoo or permanent makeup in or near the treatment area.
- You have experienced unusual reactions following previous laser treatments.

Our team will determine whether your appointment can proceed safely or whether it should be rescheduled.

Hair Removal Guidelines

For the laser to work properly, the hair follicle must remain intact.

Please Do

- ✓ Shave the treatment area as instructed by your provider.

Please Do Not

- ✗ Wax

✗ Tweeze

✗ Thread

✗ Use depilatory creams

✗ Bleach the hair immediately before treatment if it prevents your provider from identifying the treatment area

If you're unsure whether a hair removal method is appropriate, please ask before your appointment.

Sun Exposure

Recently tanned skin may increase the risk of irritation and may require your treatment to be postponed.

Before your appointment:

- Avoid prolonged sun exposure when possible.
- Do not use tanning beds.
- Avoid self-tanning products on the treatment area.
- Wear sunscreen as recommended when outdoors.

If you develop a sunburn before your appointment, please contact the clinic.

Skin Care Products

The treatment area should be clean on the day of your appointment.

Please remove:

- Makeup
- Lotion
- Oils
- Sunscreen
- Self-tanner
- Perfume
- Deodorant (for underarm treatments)

If you're unsure whether a skincare product should be removed, simply ask your provider.

Medications & Medical Changes

Some medications and medical conditions may affect your treatment.

Please let us know if you've:

- Started a new medication.
- Been prescribed antibiotics.
- Begun a medication that may increase light sensitivity.
- Had recent surgery.
- Experienced significant changes to your health.

Never stop taking a prescribed medication unless directed by the clinician who prescribed it. If you have questions about whether a medication could affect treatment, contact us before your appointment.

Day of Your Appointment

To help us keep appointments running smoothly:

- ✓ Arrive on time.
 - ✓ Wear comfortable clothing.
 - ✓ Minimize jewelry around treatment areas.
 - ✓ Follow your treatment-day instructions.
 - ✓ Let us know immediately if anything has changed since your last visit.
-

Your Safety Comes First

Our team carefully evaluates every treatment before we begin.

In some situations, we may recommend delaying treatment until it can be performed safely.

If that happens, we'll explain the reason, answer your questions, and help you reschedule at the appropriate time.

SECTION 6

Treatment Day

Designed Around Your Time

One of the biggest differences you'll notice at Stubble is how efficiently your appointments are designed.

Unlike a traditional med spa, we've carefully engineered every step of the treatment process to help minimize unnecessary waiting while maintaining a safe, professional, and comfortable experience.

Our goal is simple:

Respect your time.

What to Expect

Every treatment appointment follows a consistent process designed to make your visit as smooth and efficient as possible.

Arrival

Please arrive a few minutes before your scheduled appointment.

This gives our team time to verify any updates to your medical history, answer questions, and prepare for your treatment.

Check-In

Once you arrive, we'll confirm your treatment areas, review any changes since your previous visit, and make sure you're ready for treatment.

If you have questions, this is a great time to ask them.

Treatment

Your provider will escort you to your treatment room, prepare the treatment area, and perform your laser treatment.

Most appointments are completed much more quickly than many members expect.

After Your Treatment

Once your treatment is complete, your provider will review any post-treatment instructions, answer any final questions, and document your visit.

You can then get dressed and continue with the rest of your day.

Help Us Keep Appointments On Time

One of the things that makes Stubble different is our commitment to respecting everyone's time.

Every appointment throughout the day is carefully scheduled.

When each member arrives prepared, appointments stay on schedule and everyone benefits.

How You Can Help

You can help us provide the best possible experience by:

- Arriving on time.
- Following your pre-treatment instructions.
- Wearing comfortable, treatment-friendly clothing.
- Minimizing jewelry around treatment areas.
- Letting us know if anything has changed since your last visit.
- Asking questions before your treatment begins.

These small steps help keep appointments running smoothly and allow us to provide every member with the experience they deserve.

The Stubble Difference

We're committed to creating an experience that's efficient, predictable, and centered around your needs.

Our goal is for your visit to feel less like a traditional medical appointment and more like a seamless part of your day.

Thank you for helping us create that experience—for yourself and for every member who visits after you.

Section 7

The Stubble Club Commitment

A Better Experience Starts With Every Member

Welcome to **The Stubble Club**.

We've built Stubble around one simple belief:

Your time matters.

Unlike a traditional med spa, we've designed every part of your experience to be fast, predictable, and efficient. Every step of your visit has been engineered to minimize unnecessary waiting and maximize convenience.

That experience is only possible when every member helps us maintain it.

This isn't a list of rules.

It's simply a commitment we make to one another as members of The Stubble Club.

Our Commitment to You

As your provider, we promise to:

- ✓ Respect your appointment time.
 - ✓ Keep appointments moving efficiently.
 - ✓ Minimize unnecessary waiting.
 - ✓ Maintain a clean, safe, professional environment.
 - ✓ Deliver exceptional care at every visit.
 - ✓ Continually improve our systems to provide one of the fastest laser hair removal experiences available.
-

Your Commitment as a Member

As a Stubble Club member, I agree to:

- ✓ Arrive on time for my scheduled appointment.
 - ✓ Arrive treatment-ready.
 - ✓ Follow my pre-treatment instructions.
 - ✓ Wear clothing that makes treatment quick and efficient whenever possible.
 - ✓ Respect the appointment times of other members.
 - ✓ Notify the clinic if I need to cancel or reschedule.
 - ✓ Help us maintain the premium experience that makes Stubble different.
-

Come Treatment Ready

Think of your appointment the same way you would if you were going to:

- The gym
- A tanning salon
- A massage
- Physical therapy

Comfortable clothing makes treatment faster, easier, and more comfortable for everyone.

Great Choices for Treatment Day

These are excellent examples of clothing that keeps appointments moving efficiently.

Tops

- ✓ T-shirt
- ✓ Tank top
- ✓ Athletic shirt
- ✓ Sports bra (when appropriate)
- ✓ Lightweight hoodie

Bottoms

- ✓ Athletic shorts
- ✓ Running shorts
- ✓ Joggers
- ✓ Sweatpants
- ✓ Leggings

Shoes

- ✓ Slides
- ✓ Sandals
- ✓ Athletic shoes
- ✓ Slip-on shoes

Accessories

- ✓ Minimal jewelry
 - ✓ Simple watch (if it won't interfere with treatment)
-

Better Saved for Another Day

These items aren't prohibited.

They simply tend to slow down the treatment process and may add unnecessary time to your appointment.

Clothing

- Tight blue jeans
- Skinny jeans
- Business attire
- Suits
- Heavy winter clothing
- Multiple clothing layers
- Rompers
- Jumpsuits
- Bodysuits that require significant removal

Footwear

- Cowboy boots
- Work boots
- Knee-high boots
- Lace-up boots

Accessories

- Multiple bracelets
 - Large necklaces
 - Large belt buckles
 - Excessive jewelry around treatment areas
-

Why We Ask

Every appointment throughout the day is connected.

If one appointment requires several extra minutes to prepare, those minutes don't disappear.

They affect the next member.

Then the member after that.

Then the member after that.

By the end of the day, a few small delays can impact dozens of appointments.

By arriving treatment-ready, you're helping every member—including yourself—receive the fast, convenient experience we all expect.

Real World Example

Sarah's Appointment

Sarah arrives five minutes early wearing:

- Athletic shorts

- Tank top
- Slides
- Minimal jewelry

She has already followed her shaving instructions.

What happens next:

- She checks in.
 - She is escorted directly to her treatment room.
 - Treatment begins promptly.
 - While Sarah gets dressed, her provider completes documentation and prepares for the next member.
 - Sarah is on her way in just a few minutes.
 - Everyone stays on schedule.
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Another Example

Michael arrives wearing:

- Skinny jeans
- Cowboy boots
- Heavy sweatshirt
- Belt
- Several bracelets
- Multiple necklaces

Nothing is wrong with his outfit.

However, it takes additional time to remove clothing, accessories, and reposition for treatment.

Those extra minutes can affect every appointment that follows.

Our goal isn't to tell members what they can or cannot wear.

Our goal is simply to help everyone enjoy the fastest experience possible.

The Stubble Standard

At Stubble, we believe respecting other people's time is part of being a great member.

Every member deserves:

- An appointment that starts on time.
- A provider who isn't rushing.
- A smooth, stress-free visit.

By preparing for your appointment, you're helping us deliver that experience to everyone.

Thank You

Thank you for choosing The Stubble Club.

We're excited to care for you, and we appreciate your partnership in helping us build a better laser hair removal experience.

Together, we're creating something different.

SECTION 8

After Your Treatment

Caring for Your Skin

Your laser treatment may only take a few minutes, but proper aftercare plays an important role in keeping your skin comfortable and supporting your treatment journey.

Most members return to their normal daily activities immediately after treatment. Following these recommendations can help minimize temporary irritation while allowing your skin to recover naturally.

If you ever have questions after your appointment, our team is always happy to help.

What You May Experience

It is normal to experience temporary skin reactions following laser hair removal.

These may include:

- Mild redness
- Slight swelling around the hair follicles
- A warm sensation similar to a mild sunburn
- Temporary skin sensitivity
- Mild itching as the skin begins to recover

These reactions are expected and typically improve within several hours to a few days, depending on the treatment area and your individual skin type.

Your Recovery Timeline

Every person heals differently, but here's what you can generally expect.

Immediately After Treatment

Your skin may appear slightly pink or red and feel warm to the touch.

This is a normal response and typically begins improving within a few hours.

The First 24–48 Hours

Your skin may remain slightly sensitive.

Continue to follow your provider's aftercare instructions and avoid unnecessary heat or irritation to the treated area.

Over the Next Several Weeks

You may notice treated hairs beginning to shed.

This is an expected part of the laser hair removal process.

Some hairs may appear to continue growing before they naturally shed from the follicle.

This does not mean your treatment was unsuccessful.

What You Should Do

Following these simple recommendations can help keep your skin comfortable while supporting the best possible results.

- ✓ Keep the treated area clean.
 - ✓ Be gentle with your skin.
 - ✓ Apply moisturizer if recommended by your provider.
 - ✓ Protect treated areas from unnecessary sun exposure.
 - ✓ Wear sunscreen on exposed treatment areas as recommended by your provider.
 - ✓ Wear loose, comfortable clothing if larger body areas were treated.
 - ✓ Follow any additional instructions provided by your treatment specialist.
-

What to Avoid

For the first several days after treatment, or as directed by your provider, avoid activities that may unnecessarily irritate the treated skin.

This may include:

- Hot tubs
- Saunas
- Steam rooms

- Very hot showers or baths
- Activities that create excessive heat or friction in the treated area
- Direct sun exposure
- Tanning beds
- Self-tanning products on the treated area until your provider advises they may be resumed
- Picking, scratching, or rubbing the treated skin
- Waxing
- Tweezing
- Threading
- Depilatory creams
- Harsh exfoliants or irritating skincare products on the treated area until your skin has fully recovered

If you're ever unsure whether an activity or product is appropriate after treatment, simply ask our team.

Hair Shedding Is Part of the Process

One of the most common questions we receive is:

"Why do I still see hair after my treatment?"

This is completely normal.

Laser hair removal works by treating hair follicles beneath the skin.

Over the following days and weeks, treated hairs gradually loosen and shed naturally.

Because hair grows in different stages, not every hair can be treated during the same appointment.

This is why multiple treatments are needed to achieve the best possible results.

Between Appointments

Your treatment doesn't stop when you leave the office.

To help maximize your results:

- Continue following your treatment schedule.
- Shaving between appointments is generally acceptable unless your provider advises otherwise.
- Do not wax, tweeze, or thread the treatment area.
- Continue protecting your skin from excessive sun exposure.
- Notify us of any significant changes to your health or medications before your next appointment.

Consistency is one of the most important factors in achieving successful long-term results.

When Should I Contact Stubble?

While most members recover without any concerns, please contact our office if you experience:

- Severe or worsening pain.
- Significant swelling that does not improve.
- Blistering.
- Signs of infection.

- An unexpected skin reaction.
- Any symptom that concerns you.

Our team is here to answer your questions and help determine the best next steps.

We're Here for You

Your comfort, safety, and results are our highest priorities.

Every person's skin responds a little differently, and that's perfectly normal.

If you have questions before or after your treatment, don't hesitate to reach out.

We're committed to supporting you throughout every step of your laser hair removal journey.

Thank you for trusting Stubble with your care.

SECTION 9

Common Questions

Everything You Need to Know

We've designed Stubble to be simple, predictable, and easy to understand. Below are answers to some of the questions we hear most often from our members.

If you ever have additional questions, our team is always happy to help.

How Does Laser Hair Removal Work?

Laser hair removal uses concentrated light energy to target the pigment within the hair follicle. The energy is absorbed by the follicle, helping reduce future hair growth while minimizing the impact on the surrounding skin.

Because hair grows in different stages, multiple treatments are needed to effectively treat hair throughout its natural growth cycle.

Will My Hair Disappear After One Treatment?

No.

Laser hair removal is a gradual process.

While many members notice changes after their first few treatments, achieving the best possible results requires consistency and following your recommended treatment schedule.

Each treatment builds upon the previous one.

How Many Treatments Will I Need?

Every member is unique.

The number of treatments you'll need depends on factors such as:

- Treatment area

- Hair color
- Hair thickness
- Skin type
- Hormonal influences
- Individual response to treatment

Your provider will monitor your progress throughout your treatment journey and make recommendations based on your individual results.

Why Are Treatments Scheduled Several Weeks Apart?

Hair does not all grow at the same time.

Each treatment targets hairs that are actively growing during that stage of the hair growth cycle.

Allowing time between appointments gives additional hairs the opportunity to enter the next growth phase, making future treatments more effective.

Following your recommended schedule helps maximize your long-term results.

Can I Shave Between Treatments?

Yes.

Shaving is generally recommended between appointments whenever needed.

However, avoid:

- Waxing
- Tweezing
- Threading

- Depilatory creams

These methods remove the hair follicle that the laser is designed to treat.

Why Do I Still See Hair After My Appointment?

This is completely normal.

After treatment, the hair follicle begins responding to the laser.

Over the following days and weeks, treated hairs gradually loosen and shed naturally.

Some hairs may appear to continue growing before they shed.

This is an expected part of the treatment process and does not mean the treatment was unsuccessful.

Is Laser Hair Removal Permanent?

Laser hair removal provides long-term hair reduction.

Many members experience a significant and lasting reduction in unwanted hair.

However, hormonal changes and other individual factors may cause some hair to return over time.

Occasional maintenance treatments may be recommended to help maintain your results.

Does Laser Hair Removal Hurt?

Most members describe treatment as feeling like a quick snap against the skin followed by a brief sensation of warmth.

Some treatment areas are naturally more sensitive than others, but most treatments are well tolerated and completed quickly.

Can I Exercise After My Appointment?

Depending on the treatment area, your provider may recommend avoiding activities that create excessive heat or friction for a short period following treatment.

Always follow the specific aftercare instructions provided during your visit.

Can I Be in the Sun?

Protecting your skin from excessive sun exposure is an important part of your treatment journey.

Sunburned or recently tanned skin may increase the risk of irritation and could require your treatment to be postponed.

Always follow your provider's recommendations regarding sun exposure and sunscreen.

What If I Need to Change My Appointment?

We understand that schedules change.

If you need to reschedule, simply contact our office as soon as possible.

We'll work with you to find another appointment while helping you stay as close as possible to your recommended treatment schedule.

What If I Have Questions Between Visits?

We're always here to help.

If you have questions about your treatment plan, aftercare, scheduling, or your membership, please contact our office.

Our team is committed to making sure you feel informed, comfortable, and supported throughout your entire treatment journey.

Your Success Is Our Priority

We believe informed members have the best experience and achieve the best results.

No question is too small.

If something doesn't seem right, if you're unsure about an instruction, or if you simply want additional guidance, please reach out.

We're honored you've trusted Stubble with your care, and we're here to support you every step of the way.

SECTION 10

Membership Policies

Protecting the Stubble Experience

Our policies aren't designed to make your life more difficult.

They're designed to protect something that's important to every member:

An appointment that starts on time.

At Stubble, we believe your appointment should begin as close to your scheduled time as possible. Respecting everyone's time is one of our core values and one of the reasons members choose Stubble.

Every appointment throughout the day is carefully scheduled. When one appointment is delayed, it affects every member who follows.

These policies help us provide the efficient, professional experience that defines The Stubble Club.

Appointment Times Matter

Please plan to arrive a few minutes before your scheduled appointment.

Arriving early allows enough time to check in, update any necessary information, and begin your treatment on time.

Our goal is simple:

When your appointment time arrives, your treatment should be ready to begin—not your check-in process.

Running Late? Let Us Know Immediately.

We understand that unexpected delays happen.

If you believe you'll be late, please contact the clinic as soon as possible.

The earlier we know, the more opportunities we may have to adjust the schedule and minimize the impact on other members.

If you arrive after your scheduled appointment time, **your treatment will not be performed that day.**

While we understand this may be disappointing, this policy allows us to honor our commitment to every member whose appointment follows yours.

Rescheduling Your Appointment

Life happens.

If you need to change an appointment, simply contact us as soon as you know.

Because your treatment schedule is planned in advance, we'll work with you to find another appointment that keeps your treatment plan as close to schedule as possible.

Safety Always Comes First

There may be times when treatment cannot be performed safely.

Examples include changes to your medical history, certain medications, active skin irritation, recent sun exposure, or other conditions identified by your provider.

If treatment needs to be postponed, we'll explain the reason, answer your questions, and help you schedule a new appointment.

Your safety will always come before your schedule.

Help Us Keep Stubble Running Smoothly

You can help us provide the best possible experience by:

- Arriving a few minutes early.
- Following your pre-treatment instructions.
- Coming treatment-ready.
- Communicating schedule changes as soon as possible.
- Keeping your contact information up to date.
- Respecting the appointment times reserved for every member.

These simple steps help us deliver the experience you've come to expect from Stubble.

Respect for the Stubble Community

Membership at Stubble is built on mutual respect.

Our team is committed to respecting your time, and we ask every member to respect the time of our team and fellow members.

Repeated late arrivals, missed appointments, or repeated failure to follow the expectations outlined in this guide may result in a review of your membership.

If a member is consistently unable or unwilling to follow the standards that help us protect the Stubble experience, we reserve the right to discontinue the membership relationship.

While we hope never to take that step, maintaining a respectful, efficient experience for every member of The Stubble Club is one of our highest priorities.

Thank You

Thank you for helping us create a different kind of laser hair removal experience.

By working together and respecting each other's time, we're able to provide the efficient, professional, and welcoming environment that makes The Stubble Club unique.

We appreciate your trust and look forward to caring for you throughout your treatment journey.

SECTION 11

Resources & Support

We're Here Whenever You Need Us

Our goal is to make your experience as simple and convenient as possible.

Whether you have a question about your treatment, your membership, or an upcoming appointment, we're here to help.

Need to Contact Us?

For the most up-to-date contact information, office hours, and location details, please visit the **Contact** page on our website.

Our team will be happy to assist you.

Questions for Your Provider?

If you have questions about your treatment plan, aftercare instructions, medications, or any other clinical concerns, please log in to your **Patient Portal** and send a secure message to your provider.

The Patient Portal is the fastest and most secure way to communicate with your clinical team.

Need to Change an Appointment?

If you need to reschedule an appointment or believe you may be late, please contact us as soon as possible.

The earlier we're notified, the more opportunities we have to adjust the schedule while helping protect our No Wait Time commitment for every member.

Emergency Medical Care

If you believe you're experiencing a medical emergency, call **911** or go to your nearest emergency department immediately.

The Patient Portal and website should not be used for medical emergencies.

Stay Connected

Visit our website and follow Stubble on social media for:

- Treatment tips
 - Frequently asked questions
 - Member updates
 - New services
 - Educational resources
 - Special announcements
-

Refer a Friend

The greatest compliment you can give us is referring your friends and family.

If someone you know is interested in laser hair removal, we'd love the opportunity to welcome them to The Stubble Club.

Visit our website to learn more about our referral program.

Thank You

Thank you for choosing Stubble.

We're honored to be part of your journey and appreciate the trust you've placed in our team.

We look forward to providing you with an exceptional experience at every visit.

Welcome to The Stubble Club.

SECTION 12

Welcome to The Stubble Club

Your Journey Starts Here

Thank you for choosing Stubble.

We're honored you've trusted us to be part of your laser hair removal journey.

From your very first consultation to your final treatment—and beyond—our team is committed to providing an experience that's professional, efficient, and centered around you.

We believe laser hair removal should be simple.

It should be convenient.

It should respect your time.

And it should deliver an experience you'll look forward to every time you visit.

Those beliefs are what inspired Stubble, and they're the standard we'll continue striving to deliver every day.

Thank You for Being Part of Our Community

The Stubble Club is more than a membership.

It's a community of members and professionals working together to create a better laser hair removal experience.

By following the expectations outlined in this guide and keeping open communication with our team, you're helping us protect the experience that every member deserves.

Thank you for being part of that commitment.

We're Excited to Care for You

Whether you're just getting started or continuing your treatment journey, we're here to support you every step of the way.

If you ever have questions, concerns, or simply need guidance, our team is only a phone call or secure message away.

We look forward to seeing you at your next visit.

Welcome to The Stubble Club.

Member Acknowledgment

I acknowledge that I have received and reviewed the **Stubble Welcome Guide**.

I understand the information contained in this guide, including my treatment journey, appointment expectations, treatment preparation, aftercare instructions, membership policies, and The Stubble Club Commitment.

I have had the opportunity to ask questions, and my questions have been answered to my satisfaction.

I understand that this guide is designed to help me get the most from my membership and to support a safe, efficient, and exceptional experience for every member of The Stubble Club.