

## Radiance Med Spa - Knowledge Base Document

### About Radiance Med Spa

#### Our Mission

Radiance Med Spa is Karachi's premier destination for advanced aesthetic treatments and wellness services. We combine medical expertise with a luxurious spa experience to help you look and feel your absolute best.

#### Our Team

- **Medical Director:** Dr. Ayesha Rahman, MD - Board-certified dermatologist with 15+ years of experience
- **Aesthetic Nurses:** Licensed RNs specialized in injectable treatments
- **Licensed Aestheticians:** Certified in advanced skincare treatments
- **Laser Technicians:** Certified on all laser equipment

#### Location & Hours

**Address:** 123 Zamzama Boulevard, Defence Phase 5, Karachi, Pakistan

#### Operating Hours:

- Monday - Friday: 10:00 AM - 8:00 PM
- Saturday: 10:00 AM - 6:00 PM
- Sunday: Closed

#### Contact:

- Phone: +92-300-1234567
- Email: info@radiancemedspa.pk
- Website: www.radiancemedspa.pk

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### Services & Pricing

#### Injectable Treatments

##### Botox (Botulinum Toxin)

**Description:** FDA-approved neurotoxin that smooths wrinkles by temporarily relaxing facial muscles.

**Treatment Areas:**

- Forehead lines
- Frown lines (11s)
- Crow's feet
- Bunny lines
- Brow lift
- Gummy smile
- Jaw slimming (masseter)
- Neck bands

**Pricing:**

- Single area: PKR 25,000
- Two areas: PKR 40,000
- Three areas: PKR 55,000
- Full face: PKR 70,000

**Duration:** 15-20 minutes **Results:** 3-4 months **Downtime:** None **Results visible:** 3-7 days

**Contraindications:**

- Pregnancy or breastfeeding
- Neuromuscular disorders
- Allergy to botulinum toxin
- Active skin infection

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**Dermal Fillers (Hyaluronic Acid)**

**Description:** Injectable gel that adds volume, smooths wrinkles, and enhances facial contours.

**Treatment Areas:**

- Lips (volume and shape)
- Cheeks (volume and lift)
- Under eyes (tear troughs)
- Nasolabial folds (smile lines)
- Marionette lines
- Jawline contouring
- Chin enhancement
- Temple volume

**Pricing** (per syringe):

- Standard HA filler: PKR 35,000
- Premium filler (Juvederm/Restylane): PKR 50,000
- Lips: 1-2 syringes recommended
- Cheeks: 1-2 syringes per side

**Duration:** 30-45 minutes **Results:** 6-18 months (depending on area and product) **Downtime:** Minimal (possible swelling/bruising 1-3 days) **Results visible:** Immediate

**Contraindications:**

- Pregnancy or breastfeeding
- Allergy to hyaluronic acid
- Active skin infection or cold sore
- Autoimmune disorders (consult required)

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## Laser Treatments

### Laser Hair Removal

**Description:** Advanced diode laser technology for permanent hair reduction.

**Treatment Areas:**

- Underarms

- Full legs
- Half legs
- Brazilian
- Bikini line
- Full arms
- Half arms
- Upper lip
- Chin
- Full face
- Chest
- Back
- Abdomen

**Pricing** (per session):

- Small area (upper lip, underarms): PKR 3,000
- Medium area (bikini, half arms, half legs): PKR 8,000
- Large area (full legs, full back, Brazilian): PKR 15,000

**Packages** (6 sessions - Save 20%):

- Small area: PKR 14,400 (was PKR 18,000)
- Medium area: PKR 38,400 (was PKR 48,000)
- Large area: PKR 72,000 (was PKR 90,000)

**Duration:** 15 minutes - 1 hour (depending on area) **Sessions needed:** 6-8 treatments, 4-6 weeks apart **Downtime:** None **Results:** 80-95% permanent reduction

**Preparation Required:**

- Shave area 24 hours before
- No sun exposure 2 weeks before/after
- No waxing/plucking 4 weeks before

- Avoid retinoids 1 week before

**Contraindications:**

- Pregnancy
  - Tanned or sunburned skin
  - Active skin infection
  - Certain medications (isotretinoin)
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**Laser Skin Resurfacing (Fractional CO<sub>2</sub>)**

**Description:** Advanced laser treatment for skin rejuvenation, scar reduction, and texture improvement.

**Treats:**

- Acne scars
- Surgical scars
- Fine lines and wrinkles
- Sun damage
- Uneven texture
- Large pores
- Age spots

**Pricing:**

- Small area (upper lip, spot treatment): PKR 15,000
- Medium area (full face): PKR 50,000
- Large area (face + neck): PKR 70,000

**Duration:** 30-60 minutes **Sessions needed:** 3-5 treatments, 4-6 weeks apart **Downtime:** 5-7 days (redness, peeling) **Results visible:** 2-3 weeks, continue improving for 3-6 months

**Preparation Required:**

- Pre-treatment skincare regimen (2 weeks)
- Avoid sun exposure

- Stop retinoids 1 week before
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## **Facial Treatments**

### **HydraFacial**

**Description:** Medical-grade hydradermabrasion treatment that cleanses, extracts, and hydrates skin.

#### **Treatment Steps:**

1. Cleansing and exfoliation
2. Gentle acid peel
3. Painless extractions
4. Hydration with serums
5. LED light therapy
6. Oxygen infusion

#### **Pricing:**

- Signature HydraFacial: PKR 20,000
- Deluxe (+ lymphatic drainage + booster): PKR 28,000
- Platinum (+ neck/chest + premium booster): PKR 35,000

**Duration:** 30-60 minutes **Frequency:** Monthly for best results **Downtime:** None **Results visible:** Immediate

#### **Perfect for:**

- Dehydrated skin
  - Clogged pores
  - Dull complexion
  - Fine lines
  - Uneven texture
  - Before special events
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## **Chemical Peels**

**Description:** Exfoliating treatment using medical-grade acids to improve skin texture and tone.

### **Types Available:**

#### **Superficial Peels (No downtime)**

- Glycolic acid (30%, 50%, 70%)
- Salicylic acid (for acne)
- Lactic acid (for sensitive skin)
- Price: PKR 8,000 per session
- Sessions: 4-6, every 2-4 weeks

#### **Medium Peels (3-5 days downtime)**

- TCA peel (for pigmentation, aging)
- Jessner's peel (for acne, scars)
- Price: PKR 15,000 per session
- Sessions: 3-4, every 6-8 weeks

#### **Deep Peels (7-10 days downtime)**

- TCA High strength (for severe aging, scars)
- Price: PKR 25,000 per session
- Sessions: 1-2, yearly

### **Best for:**

- Acne and acne scars
  - Hyperpigmentation
  - Melasma
  - Sun damage
  - Fine lines
  - Uneven tone and texture
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## **Microneedling with PRP**

**Description:** Collagen induction therapy combined with platelet-rich plasma for enhanced skin rejuvenation.

### **Process:**

1. Blood draw and PRP preparation
2. Topical numbing (30 minutes)
3. Microneedling treatment
4. PRP application
5. Soothing mask

### **Pricing:**

- Microneedling only: PKR 15,000
- Microneedling + PRP: PKR 30,000

**Duration:** 90 minutes total **Sessions needed:** 3-6 treatments, 4-6 weeks apart **Downtime:** 2-3 days (redness, mild swelling) **Results visible:** 4-6 weeks, continue improving for 3-6 months

### **Treats:**

- Acne scars
- Stretch marks
- Fine lines and wrinkles
- Large pores
- Uneven texture
- Hair loss (scalp)

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## **Body Treatments**

### **CoolSculpting (Body Contouring)**

**Description:** Non-invasive fat reduction using controlled cooling technology (cryolipolysis).

### **Treatment Areas:**

- Abdomen

- Love handles
- Thighs (inner/outer)
- Arms
- Back fat
- Double chin
- Bra bulge

**Pricing (per area):**

- Small area (double chin): PKR 50,000
- Medium area (arms, inner thighs): PKR 80,000
- Large area (abdomen, flanks): PKR 120,000

**Packages:**

- 3 areas: Save 15%
- 5 areas: Save 20%

**Duration:** 35-60 minutes per area **Sessions needed:** 1-3 per area **Downtime:** Minimal (numbness, redness 1-2 weeks) **Results visible:** 6-12 weeks, final results at 3-4 months **Results:** 20-25% fat reduction per treatment

**Best candidates:**

- BMI under 30
- Stubborn fat pockets
- Close to ideal weight
- Realistic expectations

**Not suitable for:**

- Significant weight loss needed
- Pregnancy or breastfeeding
- Cold-related conditions

**RF Skin Tightening (Radiofrequency)**

**Description:** Non-invasive treatment using radiofrequency energy to tighten skin and stimulate collagen.

**Treatment Areas:**

- Face and neck
- Abdomen
- Arms
- Thighs
- Buttocks

**Pricing:**

- Face and neck: PKR 25,000 per session
- Body (per area): PKR 30,000 per session
- Package of 6: Save 20%

**Duration:** 30-60 minutes **Sessions needed:** 6-8 treatments, weekly **Downtime:** None **Results visible:** Gradual over 3-6 months

**Best for:**

- Mild to moderate skin laxity
- Cellulite improvement
- Post-pregnancy skin tightening
- Age-related sagging

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**Treatment Combinations**

**Popular Combos (Save 10% when booked together)**

**The Youth Refresh:**

- Botox (forehead + crow's feet) + Dermal Fillers (lips OR cheeks)
- Regular: PKR 90,000 → **Combo: PKR 81,000**

**The Complete Glow:**

- HydraFacial + Chemical Peel + LED therapy

- Regular: PKR 33,000 → **Combo: PKR 30,000**

#### **The Confidence Builder:**

- Laser Hair Removal (3 areas) + RF Skin Tightening
- Custom pricing with 15% discount

#### **The Scar Solution:**

- Microneedling + PRP + Laser Resurfacing (3 sessions each)
  - Regular: PKR 270,000 → **Package: PKR 240,000**
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### **Policies & Procedures**

#### **Booking Policy**

- Appointments required for all treatments
- First-time clients: Free consultation required for injectables and lasers
- Same-day appointments based on availability
- Online booking available 24/7

#### **Deposit Policy**

- PKR 10,000 deposit required for laser packages
- PKR 5,000 deposit for injectable appointments
- Deposits are non-refundable but transferable to future appointments

#### **Payment Options**

- Cash
- Credit/Debit cards (Visa, Mastercard)
- Bank transfer
- Payment plans available for packages over PKR 50,000

#### **Refund Policy**

- Treatments: No refunds after treatment performed
- Packages: Refundable within 7 days if unused

- Products: Refundable within 14 days if unopened
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## Preparation & Aftercare

### General Pre-Treatment Guidelines

- Arrive with clean face (no makeup for facial treatments)
- Avoid alcohol 24 hours before injectables
- Avoid blood thinners 1 week before (aspirin, ibuprofen) if possible
- Inform us of all medications and supplements
- Disclose pregnancy, breastfeeding, or recent illness

### General Post-Treatment Care

- Avoid sun exposure for 48 hours
- Use SPF 50+ daily
- Avoid intense exercise for 24 hours (injectables)
- No touching/rubbing treated area
- Stay hydrated
- Follow specific treatment aftercare instructions

### When to Avoid Treatments

- Active cold sore or skin infection
  - Recent cosmetic procedures (wait 2 weeks)
  - Currently taking isotretinoin (wait 6 months)
  - Recent filler in same area (wait 2 weeks)
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## Frequently Asked Questions

### General FAQs

**Q: Do I need a consultation first?** A: Free consultations required for first-time laser and injectable clients. Facials and chemical peels can be booked directly.

**Q: Are treatments painful?** A: Most treatments involve minimal discomfort. We use topical numbing for injectables and aggressive treatments. Pain levels vary by individual.

**Q: How do I know which treatment is right for me?** A: Book a free consultation! Our specialists will assess your skin and recommend a personalized treatment plan.

**Q: Do you offer payment plans?** A: Yes, for packages over PKR 50,000. Discuss options during booking.

**Q: Are results guaranteed?** A: Results vary by individual. We provide realistic expectations during consultation and follow evidence-based protocols.

**Q: What if I'm not happy with results?** A: For injectables, we offer complimentary touch-ups within 2 weeks if needed. Other concerns addressed case-by-case.

### Treatment-Specific FAQs

**Q: How long does Botox last?** A: Typically 3-4 months. Results vary based on individual metabolism and treatment area.

**Q: Can I get Botox and fillers on the same day?** A: Yes! This is very common. Many clients combine treatments for comprehensive rejuvenation.

**Q: How many laser hair removal sessions do I need?** A: 6-8 sessions for most areas, spaced 4-6 weeks apart. Maintenance sessions may be needed annually.

**Q: Will laser hair removal work on my skin tone?** A: Our advanced diode laser is safe for all skin tones. Consultation determines candidacy.

**Q: When can I wear makeup after a facial?** A: Wait 12-24 hours for most facials. Chemical peels may require longer.

**Q: Can I exercise after treatment?** A: Avoid intense exercise 24 hours after injectables. Most other treatments have no exercise restrictions.

**Q: How soon can I get another treatment?** A: Varies by treatment type. Facials: monthly. Chemical peels: 2-4 weeks. Injectables: 2 weeks for touch-ups.

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### Special Offers & Packages

#### Current Promotions

#### New Client Special:

- 20% off first HydraFacial

- Free skin consultation (PKR 5,000 value)

#### **Birthday Month:**

- 15% off any treatment during your birthday month
- Free upgrade on HydraFacial

#### **Refer a Friend:**

- Referrer: PKR 5,000 credit
- Referee: 10% off first treatment

#### **Seasonal Packages (Updated quarterly):**

- Check website or call for current offers

### **Membership Program**

#### **Radiance Rewards:**

- Earn 1 point per PKR 100 spent
- 500 points = PKR 2,500 credit
- Exclusive member pricing on packages
- Early access to new treatments
- Birthday bonus: 100 points

#### **VIP Membership (PKR 50,000/year):**

- 20% off all treatments
- Complimentary monthly HydraFacial
- Priority booking
- Free product samples
- 2 guest passes per year

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### **Safety & Credentials**

#### **Our Standards**

- All treatments performed by licensed medical professionals

- FDA-approved products and equipment only
- Strict hygiene and sterilization protocols
- Regular staff training and certification
- Emergency protocols in place

## Certifications

- Medical Director: Board-certified Dermatologist
- Nurses: Licensed RNs with aesthetic certification
- Laser Technicians: Certified on all equipment
- Aestheticians: International certification (CIDESCO/CIBTAC)

## Medical Oversight

All treatment plans reviewed and approved by our Medical Director. Medical-grade emergency equipment on-site.

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## Contact & Booking

### How to Book

1. **Phone:** +92-300-1234567 (10 AM - 8 PM, Mon-Sat)
2. **WhatsApp:** +92-300-1234567
3. **Website:** [www.radiancemedspa.pk/book](http://www.radiancemedspa.pk/book)
4. **Email:** [info@radiancemedspa.pk](mailto:info@radiancemedspa.pk)
5. **In-person:** Walk-ins welcome for consultations

### Follow Us

- Instagram: @radiancemedspa.pk
- Facebook: Radiance Med Spa Karachi
- TikTok: @radiancemedspa

### Emergency Contact

For post-treatment emergencies: +92-300-9876543 (24/7 hotline)

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## **Insurance & Medical Records**

### **Insurance**

Most aesthetic treatments are not covered by insurance as they're considered cosmetic. Medical treatments (acne, scars) may be partially covered. Bring insurance information for verification.

### **Medical Records**

We maintain confidential medical records for all clients. Records available upon request with proper identification.

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**Last Updated:** January 2025 **Version:** 1.0

*This knowledge base should be regularly updated with current pricing, promotions, and policies.*