



Appointment Policy

Please arrive on time to all appointments. Arriving late delays not only your appointment, but that of our other clients as well. We have the right to reschedule your appointment if we feel that you would not receive the full value of your appointment that day **or if you arrive later than 10 minutes of your scheduled appointment time**. Furthermore, if you are more than halfway through your appointment time and barely arriving, your appointment will be cancelled, and our cancellation policy will take effect. A \$100 cancellation/no show fee will be charged to the credit card on file.

Cancellation-No-Show-Rescheduling Policy

Peninsula Glow Medical Spa has a **48-hour cancellation-no-show-rescheduling policy**. This policy is in place to respect the time of both our staff and clients. Appointments that do not cancel or reschedule within 48 hours are difficult to fill. Any appointment that cancels, no shows, or reschedules within 48 hours of their appointment date and time will result in a **\$100 fee to the card on file**. We respect our medical provider's time as they schedule weeks to months in advance. We appreciate your understanding.

Refund Policy

Peninsula Glow does not offer refunds of any services rendered. Results vary from person to person and our medical staff does their best to achieve your desired aesthetic goals and outcomes, however, this cannot be guaranteed.

Our **retail products are final sale**. Defective products or those that may cause an allergic reaction must be reported within seven days to assure that Peninsula Glow can take the proper steps in assuring the best care for you.

Gift Certificates are final sale.

Patient Signature: _____ **Date:** _____