



APPOINTMENT SCHEDULING POLICY

1. Purpose

The purpose of this policy is to establish clear expectations for our clients, pertaining to appointment scheduling, required deposits and appointment cancellation.

2. Scope

This policy applies to all appointments that are scheduled, whether through our webpage or in person, by our client concierges.

Deposit Policy

At the Garden Medical Spa, we require a **\$100 non-refundable deposit** to secure all appointments. This deposit will be applied toward the total cost of your service at checkout.

Cancellation Policy

The Garden Medical Spa has a 48-hour cancellation policy: If cancellation occurs 48 hours prior to the scheduled service, the \$100 reservation fee will be applied to a later service, if that service is within 90 days. If cancellation occurs within 48 hours of the scheduled service, the \$100 reservation fee will be forfeited & a \$100 cancellation penalty will be charged.

Credit Card Processing Fee

Effective July 1, 2024, The Garden Medical Spa will implement a **3% processing fee** on all credit card transactions.