



COMBINED CONSENT FORM

Cancellation, Financial, and Groupon Policy Agreement

1. CANCELLATION AND MISSED APPOINTMENT POLICY

At Severn River Medspa, we understand that schedules can change. However, to ensure fairness and availability to all clients, the following policies apply:

- Cancellations or rescheduling must be made no later than 2 business days (48 hours) before your scheduled appointment.
- If adequate notice is not provided, the following fees will be applied:
 - All Clients: Forfeit of the deposit made at the time of booking (not to exceed \$200).
 - Groupon Clients: A \$50 non-refundable fee will be charged to the card on file.
- Any rescheduling after a cancellation will require a new deposit.

By signing below, I acknowledge and accept the cancellation policy and agree that associated fees are non-refundable and not applied to treatment costs.

2. FINANCIAL POLICY

- A deposit is required to schedule all appointments. The remaining balance is due at the time of service.
- For package purchases, the full balance is due at the first treatment appointment.
- Deposits will be applied to the treatment unless the appointment is cancelled with less than 48 hours' notice or is missed entirely (no-show).
- A new deposit must be paid before rescheduling any missed or late-cancelled appointment.
- Refunds, if approved, are subject to a 5% administrative processing fee.
- All product sales are final and non-refundable.
- Patients arriving more than 15 minutes late, without prior notice, forfeit their appointment and must reschedule.

- Reminder notifications are a courtesy only. It is the patient's responsibility to manage their appointment schedule.

By signing below, I confirm that I have read and fully understand the financial agreement. I acknowledge that payments are due at the time of service.

3. Groupon Policy

- Only one Groupon voucher may be used every 18 months per client, regardless of who purchased the voucher.
- This restriction applies across all services and includes both self-purchased and gifted vouchers.
- Even if Groupon pricing is honored within the office, the 18-month restriction still applies.
- Clients may purchase from the returning client full menu through Groupon at any time without the 18-month restriction.
- The cancellation policy applies to Groupon clients. A \$50 non-refundable fee will be charged for missed or late-cancelled appointments, and must be paid before rescheduling.

Please note that a card will be stored on file at the time of booking. In the event of a no-show, a \$50 no-show fee will be charged to the card on file, as outlined above in our Cancellation and Missed Appointment Policy.

By signing below, I acknowledge I have read and fully understand the Groupon policy outlined above.

Patient Acknowledgment and Signature

I confirm that I have read, understood, and agree to abide by the Cancellation Policy, Financial Policy, and Groupon Policy as detailed above.

Patient Name: _____

Date of Birth: _____

Date: _____

Patient Signature (or Parent/Guardian): _____