



2156 A Railroad Avenue, Hercules, CA 94547

Website: www.SpadeEsperanza.com

Phone: (510) 313-0966

Cancellation, Missed Appointments, Late Arrival Policy

Welcome to Spa de Esperanza LLC. I look forward to providing you with excellent and professional skin care in a timely manner.

Now, about your appointment. You have agreed to a scheduled appointment at a specific time-which cannot be filled without adequate notice. If you need to cancel or re-schedule your appointment, I ask that you provide at least 24 hour notice to avoid being charged for the full appointment. Without such notice, and except in emergency situations, you will be charged for your late cancellation or missed appointment.

Your signature below acknowledges your understanding of Spa de Esperanza's policy.

Please provide your credit card information below which will be kept confidentially in your file. In the event of a late cancellation or missed appointment this card will be charged the service fee. You will receive an electronic e-mail receipt from our Spa de Esperanza merchant credit card billing service.

In addition, please understand that Spa de Esperanza allots a specific amount of time for each treatment. If you arrive late the length of your treatment may be adjusted to maintain the schedule of appointments.

Again, welcome to Spa de Esperanza. I look forward to showing you my dedication to provide you with the best possible solutions for preventative skin care. I encourage you to come and experience a transformation. Discover your own personal paradise within, uncovered only by the unique experience of Spa de Esperanza.

I have read and approved to the terms of Spa de Esperanza's policy:

Signature of Client

Print Name of Client

Date Signed

Name printed on credit card to be charged: _____

Credit Card Number to be charges: _____

Expiration Date: _____ Last three digits on back of card: _____

Billing Address of Credit Card: _____

Email Address to send electronic receipt of charge: _____