



Appointment/Cancellation Policy

To ensure that you get an appointment for the date and time you desire, we suggest booking all appointments a few weeks in advance. Our website displays the most up-to-date availability. Please note that we require a credit card to reserve your appointment with a \$40 deposit fee. As a courtesy to our providers, for non-group appointments, this deposit is nonrefundable in the event you cancel your appointment within the forty-eight (48) hour window. The \$40 deposit will be applied towards any services provided at The Garden of Drip, LLC. If your service is estimated to be less than \$40 then The Garden of Drip, LLC will either refund the difference to your credit card or apply a credit to your account based on the client(s) preference. If the client is looking to reschedule the \$40 will be applied as a credit to your account.

For group appointments that consist of more than three clients, there is a seventy-two (72) hour cancellation policy, and the credit card on file will be charged \$200 if canceled less than seventy-two (72) hours in advance. If you arrive more than fifteen (15) minutes late for your appointment, you may be required to reschedule to avoid disrupting other clients' appointments.

Consultation Policy

We provide free consultations with one of our expert providers. We believe an informed client with realistic expectations will be most satisfied with our treatments and results. Our consultations include a comprehensive discussion about all options available to you, both immediate and long term, and a clear plan of action based on your individual goals. There is a limit of two (2) free consultations per person per 365 days.

Pricing Policy

Pricing for products and services is subject to change any time.

If there are any payment issues with a client's credit or debit card – chargebacks, fraud issues, etc., we cannot accept credit or debit cards from the client and require payment in cash. This will be determined by The Garden of Drip, LLC.



Returns & Refunds Policy

We do not accept returns or exchanges on gift cards. Services received cannot be refunded.

Child Policy

Onsite temporary childcare options through Chasing Cali. Refer to www.chasingcali.com to sign your child up in the timeframe that works best with your schedule. If you are NOT using Chasing Cali for child care services, there are absolutely no children permitted inside The Garden of Drip, LLC treatment office.

Pet Policy

For the health and safety of our clients, we have a No-Pets policy. Only working service animals are permitted.

Privacy Policy

Your privacy is essential to us. The following outlines our privacy policy to help you understand how we collect, use, communicate, disclose, and use personal information.

Before or at the time of collecting personal information, we will identify the purposes for which information is collected. We will collect and use personal information solely to fulfill our specified purposes and for other compatible purposes. We will only retain personal information as long as necessary to fulfill the specified purposes. We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned. Personal data should be relevant to the purposes for which it is to be used and, to the extent necessary for those purposes, should be accurate, complete, and up to date.

We will protect personal information by reasonable security safeguards against loss or theft and unauthorized access, disclosure, copying, use, or modification. We will make readily available to customers information about our policies and practices relating to the management of personal information. We are committed to conducting our business in accordance with these principles to ensure that the confidentiality of personal information is protected and maintained.



We collect information automatically as you navigate the site or through our analytics providers. We may store usage information such as the type of device you use to access our Website, including IP address, device ID, the pages you visit or request, links clicked, referring sites, user interactions, and your search terms. We also derive your location from your IP address.

Indemnification

You agree to defend, indemnify, and hold harmless The Garden of Drip, LLC, its affiliates, subsidiaries, and each of its and their respective directors, officers, shareholders, managers, employees, agents, partners, representatives, licensors, successors, and assigns (collectively, "*Related Parties*") from any claim, demand, loss, award of damages, expense, or cost (including reasonable attorneys' fees) that arises out of:

- a. Your use of, inability to use or access, or reliance on, the Platform or the Services, or any goods or services obtained therefrom;
- b. Your provision or receipt of a Treatment;
- c. Your travel in connection with the provision or receipt of a Treatment;
- d. Your interaction with any other User;
- e. Any claim that you violated any provision, term, condition, covenant, warranty, or representation in this Agreement;
- f. Any violation of this Agreement by you or any other person using your User Account, whether or not such usage is expressly authorized by you;
- g. Any harm to person or property resulting from your acts or omissions, whether such acts are intentional, negligent, or otherwise;
- h. The Company's use, disclosure, or preservation of User Content; or
- i. Your violation of any rights of another, including intellectual property rights.