

WEBSITE POLICY DOCUMENT

# Cancellation Policy — Home Infusion Treatments

HomeGlow IV • Effective: April 2026

*We understand that plans change. This policy outlines HomeGlow IV's cancellation guidelines for home infusion treatments, including timelines related to supply status, late cancellation fees, and no-show charges. Please review carefully before booking.*

## SECTION 01

### Why Supply Status Matters

When you book a home infusion treatment with HomeGlow IV, we begin coordinating your care immediately — including sourcing and ordering your personalized infusion supplies (IV bags, vitamins, nutrients, tubing, and other components specific to your treatment plan). Because these supplies are ordered specifically for you, your Cancellation Fee depends on when you cancel.

## SECTION 02

### Cancellation Timeline and Fee Schedule

The following outlines your cancellation options, fees, and refund eligibility.

#### ► MORE THAN 24 HOURS BEFORE APPOINTMENT

#### Early cancellation — no fee, full refund

You cancel more than 24 hours before your scheduled appointment. No cancellation fee applies, and a full refund of any prepaid amount will be issued within 5–7 business days.

- No fee
- Full refund

► **WITHIN 24 HOURS CANCELLATION OF APPOINTMENT**

**Late cancellation — Deposit fee, no refund**

Cancellations made within 24 hours of the scheduled appointment will incur a 50% deposit fee. No refund will be processed. This reflects costs already committed by HomeGlow IV and the assigned nurse that cannot be recovered at this stage.

- **Deposit fee**
- **No refund**

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► **NO-SHOW FOR SCHEDULED APPOINTMENT**

**No-show — full treatment cost charged, no refund**

A no-show occurs when a client is not present, not available, or not ready to receive treatment at the time of the scheduled appointment without prior notice. Clients who no-shows for their appointment will be charged the full cost of the scheduled treatment. No refund will be issued. The appointment slot, nurse time, and supplies were reserved exclusively for you and those costs are non-recoverable.

- **Full treatment cost charged**
- **No refund**

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**SECTION 03**

**Quick Reference Summary**

Scenario	Fee	Refund
Early Cancellation 24+ hours before	None	Full refund
Late Cancellation within 24 hours	Deposit fee	No refund
No-show for Scheduled Appointment	Full treatment cost	No refund

► **LATE-WAIT FEE FOR SCHEDULED APPOINTMENT**

## Fee Structure

The Late-Wait Fee is charged at a rate of \$100.00 per hour, billed in 15-minute increments. A grace period of 15 minutes is provided at no charge. Fees begin accruing only after the grace period has elapsed.

**The Late-Wait Fee can only be activated at the customer’s request within the 15-minute late grace period.** We understand that things can happen throughout the day that can cause a delay in your schedule. When this is the case, you can contact our office within the 15-minute late grace period (or before) and ask for an extended wait time based on the rates below. If a client fails to contact HomeGlow IV within the 15-minute grace period and that time has elapsed, the appointment will be treated the same as a No-Show appointment according to [Section 02 “No-Show For A Scheduled Appointment”](#).

Wait Duration	Fee	Refund
0 – 15 minutes	No Charge	<b>Grace Period</b>
16 – 30 minutes	\$25.00	<i>1st billable increment</i>
31 – 45 minutes	\$50.00	<i>2nd billable increment</i>
46 – 60 minutes	\$75.00	<i>3rd billable increment</i>
61 – 75 minutes	\$100.00	<i>4th billable increment</i>

### SECTION 04

## Rescheduling

We encourage rescheduling over cancellation whenever possible. If you need to change your appointment:

- **Rescheduling more than 24 hours before** your appointment is always free of charge.
- **Rescheduling within 24 hours** will incur the 50% deposit fee.
- HomeGlow IV will make every reasonable effort to find a new appointment time that works for you

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## SECTION 05

### HomeGlow IV–Initiated Cancellations

In rare cases, HomeGlow IV or your assigned nurse may need to cancel due to circumstances outside our control (e.g., nurse unavailability, supply disruption, inclement weather, or safety concerns). In these cases:

- No cancellation fee will be charged to the client
- A full refund of any prepaid session cost will be issued within 5–7 business days
- HomeGlow IV will prioritize rescheduling at the earliest available time
- You will be notified as soon as the cancellation is confirmed

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## SECTION 06

### Refunds and Billing

**All fees are charged to the payment method on file at the time of cancellation or no-show.**

Refund eligibility is as follows:

- **Canceled more than 24 hours before, Appointment:** Full refund issued within 5–7 business days
- **Canceled within 24 hours or same-day:** Your 50% deposit will not be refunded; no refund will be processed under any circumstances
- **No-show:** Full treatment cost charged; no refund will be issued and prepaid amounts are forfeited in full

#### **No refund for late and same-day cancellation**

Clients who cancel within 24 hours of their scheduled treatment will not receive a refund under any circumstances, regardless of the reason for cancellation.

For billing questions or to dispute a charge, please contact us within 7 days at [info@homeglowiv.com](mailto:info@homeglowiv.com).

**SECTION 07**

**Contact Us**

To cancel, reschedule, or ask any questions about this policy, please reach out to our team.

**Phone:** 877-588-4569

**Email:** [info@homeglowiv.com](mailto:info@homeglowiv.com)

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*HomeGlow IV reserves the right to update this Cancellation Policy at any time. Updates will be posted on our website with a revised effective date. Continued use of our services constitutes acceptance of the revised policy.*

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