

WEBSITE POLICY DOCUMENT

Terms of Service — IV Nurse Services

HomeGlow IV • Effective: April 2026

These Terms of Service govern the relationship between HomeGlow IV, our clients, and the independent licensed IV nurses who provide home infusion services. By booking, scheduling, or receiving services, you agree to be bound by these terms. Please read them carefully before proceeding.

SECTION 01

About HomeGlow IV and Scope of Services

HomeGlow IV is a non-medical home infusion care coordination company. We connect clients with independent, licensed registered nurses (RNs) and licensed practical nurses (LPNs) who administer IV infusion services in the comfort of the client's home or designated location.

Our services include, but are not limited to:

- IV hydration therapy (e.g., saline, electrolyte solutions)
- Vitamin and nutrient infusion services (e.g., Vitamin C, B-complex, glutathione)
- Wellness drip coordination and scheduling
- Care coordination and client support before and after sessions

Non-Medical Disclaimer

HomeGlow IV does not provide medical advice, diagnosis, or treatment. Our platform facilitates access to licensed nursing professionals for wellness infusion services only. These services are not a substitute for professional medical care. Always consult your physician before beginning any infusion therapy.

SECTION 02

IV Nurse Qualifications and Independence

All IV nurses who provide services through HomeGlow IV are required to meet the following qualifications:

- Current, valid registered nurse (RN) or licensed practical nurse (LPN) licensure in the state where services are rendered
- Active CPR/BLS certification
- Demonstrated experience with peripheral IV insertion and infusion administration
- Compliance with all applicable state nursing board regulations and scope of practice guidelines

Independent contractor status: IV nurses who provide services through HomeGlow IV operate as independent contractors and are not employees, agents, or representatives of HomeGlow IV. HomeGlow IV does not direct or control the clinical judgment, nursing practice, or medical decisions of any nurse. Each nurse is solely responsible for their own professional conduct and adherence to their state's nursing scope of practice.

SECTION 03

Client Eligibility and Responsibilities

By booking a service with HomeGlow IV, you confirm that:

- You are 18 years of age or older, or have a parent or legal guardian present and consenting on behalf of a minor
- You have disclosed any known allergies, medical conditions, or medications to the assigned nurse prior to service
- You are not currently experiencing a medical emergency — if you are, please call 911 immediately
- You understand that infusion services are elective services and not prescribed medical treatments
- You will provide a safe, clean, and accessible environment for the nurse to perform services
- You will not be under the influence of alcohol or controlled substances at the time of service

HomeGlow IV and the assigned nurse reserve the right to decline or discontinue services at any time if safety, clinical suitability, or conduct concerns arise.

SECTION 04

Informed Consent and Assumption of Risk

Prior to each session, the attending nurse will review the planned infusion with the client and obtain verbal or written informed consent. By proceeding with services, clients acknowledge and accept:

- All IV infusions carry inherent risks, including but not limited to bruising, hematoma, phlebitis, infection, allergic reaction, or vein damage
- The nurse will conduct a brief health assessment prior to service; however, this does not constitute a full medical evaluation
- Clients with complex medical histories, active illnesses, or compromised immune systems should obtain physician approval before receiving infusion services
- HomeGlow IV does not guarantee specific health outcomes from any infusion service

Emergency Protocol

In the event of an adverse reaction or medical emergency during a session, the attending nurse will follow emergency clinical protocols, including calling 911 as appropriate. Clients consent to emergency services being contacted on their behalf if the nurse determines it is clinically necessary.

SECTION 05

Booking, Cancellation, and Refund Policy

- **Booking:** All appointments must be booked through HomeGlow IV's official scheduling platform or by contacting our team directly.
- **Cancellations:** Cancellations made at least 24 hours before the scheduled appointment will not incur a cancellation fee. Cancellations made within 24 hours of the appointment may be subject to a cancellation fee as disclosed at the time of booking.
- **No-shows:** Clients who are not present or not ready at the time of the scheduled appointment will be considered a no-show and may be charged in full.
- **Nurse cancellation:** In the event a nurse becomes unavailable, HomeGlow IV will make reasonable efforts to reschedule or assign an alternative nurse. No charge will be applied for nurse-initiated cancellation.
- **Refunds:** Refund eligibility will be assessed on a case-by-case basis. Contact us at info@homeglowiv.com for any billing concerns.

SECTION 06

Limitation of Liability

To the fullest extent permitted by applicable law:

- HomeGlow IV is not liable for any clinical outcomes, adverse reactions, or injuries arising from services provided by independent nurse contractors
- HomeGlow IV does not warrant that infusion services will produce any specific health results or benefits
- HomeGlow IV's total liability to any client for any claim shall not exceed the amount paid by that client for the specific service in question
- HomeGlow IV is not responsible for any indirect, incidental, consequential, or punitive damages arising from use of our services or platform

Nothing in these Terms limits liability for fraud, gross negligence, or any liability that cannot be excluded by law.

SECTION 07

Privacy and Data Handling

HomeGlow IV handles all client personal and health-related information with care and in accordance with applicable privacy regulations. By using our services, you agree to our Privacy Policy, which is incorporated into these Terms by reference.

- Health information shared with HomeGlow IV or the attending nurse will be used solely for the purpose of delivering safe, appropriate care
- Client information will not be sold or shared with third parties for marketing purposes
- You have the right to request access to, correction of, or deletion of your personal data by contacting us at info@homeglowiv.com

SECTION 08

Governing Law and Dispute Resolution

These Terms of Service shall be governed by and construed in accordance with the laws of the state in which HomeGlow IV is registered to operate, without regard to conflict of law principles.

Any dispute arising from or relating to these Terms or our services shall first be addressed through good-faith negotiation. If unresolved, disputes may be submitted to binding arbitration in accordance with applicable rules, unless prohibited by law. Clients retain the right to bring individual claims in small claims court where eligible.

SECTION 09

Modifications to These Terms

HomeGlow IV reserves the right to update or modify these Terms of Service at any time. Updated terms will be posted on our website with a revised effective date. Continued use of our services following any update constitutes your acceptance of the revised Terms. We encourage clients to review this page periodically.

SECTION 10

Contact Us

For questions about these Terms of Service, to report a concern, or to request assistance, please contact our team directly.

Email: info@homeglowiv.com

HomeGlow IV reserves the right to update these Terms of Service at any time. Updates will be posted on our company website and become effective upon publication. Continued use of our services after any update constitutes acceptance of the revised terms.

© 2026 HomeGlow IV. All rights reserved.