



## APPOINTMENT CANCELLATION POLICY

Our office strives to provide excellent care to all our patients. To provide timely service, we request advance notice be given to the office if you will be unable to keep your scheduled appointment. This allows us to release your appointment time to another patient. An administration fee will be charged for any cancellations made without the appropriate notice, as detailed in this policy.

### Cosmetic Surgery Consultations

- Cosmetic Consultations have a \$100 reservation fee due at the time of scheduling the appointment.
- No charge: Cancellations made more than 72 hours before the scheduled appointment. The \$100 may be applied to a new appointment date.
- \$100 fee: Cancellations made less than 72 hours before the appointment. Reserving a new appointment time will require another \$100 reservation fee.

### Med Spa Appointments

- No charge: Cancellations made more than 24 hours before the scheduled appointment.
- \$150 fee: Cancellations made less than 24 hours before the appointment, on the day before the scheduled date.
- \$300 fee: Cancellations made on the day of the scheduled appointment.

### Medical (Insurance Covered) Appointments

- No charge: Cancellations made more than 24 hours before the scheduled appointment.
- \$50 fee: Cancellations made less than 24 hours before the appointment. This fee is not covered by insurance.

### Important Notes:

1. **Payment Information:** To schedule an appointment, patients must provide either a credit card number or ACH (Automated Clearing House) information to keep on file. This information will be securely stored and only used in the event of a late cancellation or no-show.
2. **No-Shows:** Patients who fail to attend their scheduled appointment without any prior notification will be subject to the full \$300 cancellation fee.
3. **Rescheduling:** Rescheduling an appointment is subject to the same policy as cancellations. The timing of the rescheduling request will determine if a fee applies.
4. **Multiple Cancellations:** Patients with a history of frequent cancellations or no-shows may be required to prepay for future appointments or may be dismissed from the practice.

We understand that unforeseen circumstances can arise. If you need to cancel or reschedule your appointment, please contact our office as soon as possible. Your cooperation helps us maintain a high standard of care and ensures that appointment slots are available for all patients who need them.

By scheduling an appointment with our medical office, you acknowledge that you have read, understood, and agree to comply with this cancellation policy.