

The Cosmetic Surgical Procedure Cancellation Policy

Our Goal at The Cosmetic Surgery Clinic is to provide quality services and care in a timely manner. To do so, we have a cancellation policy. This policy enables us to better utilize available operating room resources for our patients. Your time is important to The Cosmetic Surgery Clinic team. All efforts will be made to accommodate your schedule and keep you on time. To facilitate the smooth running of the practice and timely treatment of all patients, we ask that you observe the following guidelines for surgical procedures:

Surgery must be paid, and all pre-surgical paperwork returned to your Patient Care Coordinator 4 weeks prior to your procedure date; if payment and pre-surgical paperwork is not returned your procedure will be cancelled and 25% of the total amount or a minimum of \$2500.00 will not be refunded.

1. More than 30 days' notice

A patient may re-schedule or cancel a procedure 30 or more days in advance of the procedure without a fee or loss of monies paid.

2. Less than 30 days' notice

If a patient cancels/postpones a procedure with less than 30 days' notice of the procedure date, 25% of the total amount or a minimum of \$2500.00 will not be refunded.

3. Less than 5 business days' notice

At this point the patient's surgery will be paid in full. If a patient cancels/postpones less than 5 business days of the procedure date, 65% of the payment will not be refunded.

4. less than 2 business days' notice

If a patient cancels less than 2 business days of the procedure or does not show up on the day of surgery, 100% of the payment will be kept by The Cosmetic Surgery Clinic and no refund will be provided. If the patient wishes to reschedule, a new surgical quote will be provided, and the patient will be responsible to pay the updated surgical fees.

5. Patient illness/change of health status

It is the responsibility of the patient to notify the Cosmetic Surgery Clinic as early as possible of any changes to their health. This includes, but is not limited to fever, cold, flu, changes in prescription medications, infection, pregnancy, weight gain/loss of more than 5 pounds, hospital visits etc. If the patient requests to cancel/postpone their procedure due to illness, and they are within the 30-day period before surgery, a doctor's note will need to be provided. The patient's new procedure date must be within 6 months of the original procedure date and a doctor's note stating that the patient is fit for surgery must be provided. If the procedure date is rescheduled after 6 months, the original pricing is not guaranteed.

In the event that TCSC medical staff need to cancel a patient's surgery on the day of surgery due to an unforeseen and potentially dangerous health concerns that, the patient knew about but did not disclose to TCSC staff (or was simply unaware of), a 15% cancellation fee will be kept covering facility costs.

6. Circumstance out of the patient's control

In the event of a circumstance out of the patient's control such as a death in the family, the patient will need to notify the Patient Care Coordinator as soon as possible. The patient may have up to 6 months to reschedule their procedure without financial penalty. If the patient chooses to cancel their surgery, the 25% deposit will not be refunded.

I have read this entire document and agree to all terms and conditions:

Name: _____

Patients Signature _____ Date: _____