

# CLINIC & CANCELLATION POLICY

## DeLozier Cosmetic Surgery CLINIC & CANCELLATION POLICY

**CONSULTATION** - We are dedicated to helping clients achieve their skincare goals. At DeLozier Cosmetic Surgery Center we offer complimentary consultations to better understand each individual's skin care needs. During the consultation, we will design a treatment plan that will best meet the expectations of the client.

**STANDARD POLICY** – For all new skin care patients to our office, a credit card number is required to secure all appointments; except for complimentary skin care consultations.

**SCHEDULING** - All procedures are booked in advance.

**ARRIVAL** - Check-in with front desk, ideally 5 minutes prior to your scheduled appointment. As we are a medical facility, we require that all new clients fill out skin care history information and registration forms.

**LATE ARRIVALS** - Our scheduling is designed to permit the correct amount of time to complete your service. A late arrival will deprive you of precious treatment time. In fairness to others, your treatment must end on time so the other client's sessions can begin on time. If you are not able to be on time we will do our best to complete as much of your treatment as possible, however with some treatments, it may be necessary to reschedule you. If you are 20+ minutes late for your scheduled appointment, you will be considered a "no-show" and charged a \$50 fee.

**CANCELLATIONS** - Your scheduled appointment is reserved exclusively for you. Should you need to cancel or reschedule your appointment, please notify us 48 hours in advance. All services re-scheduled or cancelled on same day of appointment or missed without notice, will be charged a \$50 fee or you will have the option to use a treatment in your pre- paid package.

**PRODUCT RETURNS** – Sealed, unopened products may be returned within two weeks of their purchase date. The return amount will either be credited to your account or you may choose to have a check refund.

**PAYMENT** – DeLozier Cosmetic Surgery accepts cash, check, Visa, MasterCard, and American Express.

**VALUABLES** - We are not responsible for lost or stolen items and encourage you to leave valuables at home.

All prices are subject to change without notice.

DeLozier Cosmetic Surgery reserves the right to refuse services at our discretion.

My signature below constitutes my acknowledgement that I have read, understand, and fully agree to the foregoing consent:

**Patient Full Name:**

**Patient Signature:**

