



## FACEology MD

### Late Cancellations / No Show Policy

Our goal is to provide quality care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our dedicated providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

### Appointment Cancellation

\_\_\_\_ When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients, please call us as soon as you know you will not be able to make your appointment.

\_\_\_\_ If cancellation is necessary, we require that you call at least **48 hours** in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

\_\_\_\_ We do confirm all appointments 2 business days prior to your scheduled appointment time. Please notify us at that time if changes need to be made in order to avoid being charged any fees.

### Late Arrivals / Cancellations / No-Shows

\_\_\_\_ A **cancellation** is considered late when the appointment is canceled less than 48 hours before the appointed time. A **no-show** is when a patient misses an appointment without canceling. In either case, we will charge the patient a **\$100 missed appointment fee**. If you miss a scheduled procedure, you will **forfeit your scheduling deposit**.

\_\_\_\_ If you are more than 15 minutes late for your service, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service for another time that is convenient to you.

\_\_\_\_ **We require a credit card to hold your appointment.** Cancellation fees will be charged to your card on file.

\_\_\_\_ In the event of a true, unavoidable emergency, all or part of your cancellation fee may be applied towards future services.