

# Renew Laser & Skin Cancellation Policy As of January 1, 2020



Welcome to Renew Laser & Skin Medical Spa. Dr. Nina Desai, and Dr. Dhara Patel's goal is to provide patient centered treatments designed to give you the best results possible. In order to provide excellent medical care to you, your family and all of our patients, we encourage our patients to have an understanding of our policies and your financial responsibilities.

## **New Patient Consultation Policy**

**All New Patient Consultations must provide detailed credit card information in the amount of \$100.00 when booking initial consultation appointment over the phone or via email.**

When holding/reserving consultation appointment your card will NOT be charged until appointment date and time. \*(Amount charge will not be refundable but will remain as a credit for purchases at appointment or future products/services).

## **New Patient "No-Show" Appointments**

**New Patient consultations who fail to show for their scheduled appointment or did NOT notify the office within 24 hours of their scheduled appointment time, shall be subject to a "No Show" fee of \$100.00. We ask that you please give us 24 hours notice of a need to cancel or reschedule your appointment (48 hours for groups of two or more), so that we are able to readjust our schedule accordingly.** If other method(s) of contact are preferred, please notify our staff of any changes/updates to contact information.

## **Client Cancellation/Rescheduling & Late Policy**

We ask that you please give us 24 hours notice of a need to cancel or reschedule your appointment (48 hours for groups of two or more), so that we are able to readjust our schedule accordingly. **All appointments are confirmed 24 hours in advance by via phone/email.** If we are unable to reach you it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments, and cancellation fees. If other method(s) of contact are preferred, please notify our staff of any changes/updates to contact information.

**Please understand that if you are running 15 minutes past set appointment time, we will adjust your treatment accordingly to fit within the remaining time scheduled/ask to reschedule so that our other clients are kept on time for their scheduled appointments.** Failure to notify staff in changes to your schedule, our cancellation fee for the time of reserved appointment will be applied.

**\$50.00 for an appointment 1 hour or less**

**\$100.00 for an appointment over 1 hour**

## **Product/Service Refunds**

All products and services are **non refundable and non transferable.**

## **Gift Certificates:**

Non-refundable and cannot be redeemed for cash or gratuities.

## **Financing Option & Special Conditions:**

Full payment is due at the time of initial treatment. If you are interested in a financing option(s), please ask our staff for more information on CareCredit. **All payments will be required in full prior to scheduling an appointment or performing any treatments. A 20% deposit will be required for future appointments.**

**Renew Laser & Skin requires that all clients read and sign the Authorization and Consent for Treatment Form, acknowledging full understanding of our policies prior to receiving any aesthetic/medical services. I have access to a copy of the policy and agree to abide by the policy guidelines.** I understand that if I have questions, at any time, regarding the cancellation policy, I will consult with my doctor or Renew Laser and Skin staff.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_