



Celestial Plastic & Reconstructive Surgery Cancellation Policy

No Show Policy for Office Appointments:

At Celestial Plastic & Reconstructive Surgery, we appreciate each and every one of our patients and prepare for your visit in advance. We reserve your appointment time with our award-winning plastic surgeon exclusively for you. Please, do us the courtesy of calling our office no later than 48 hours before your appointment if you need to reschedule.

For cosmetic consultations, your consultation fee is non-refundable in the event of:

- Appointment no-show
- A late show over 15 minutes after your appointment time
- Same-day cancellations
- Appointment cancellation less than 24 hours prior to the scheduled appointment date and time

For follow up appointments and insurance patients a \$50 cancellation fee (which will be collected in advance of your rescheduled appointment) will apply in the event of:

- Appointment cancellation less than 24 hours prior to the scheduled appointment date at time
- No-show appointments
- Late show over 15 minutes after scheduled appointment time
- Same-day appointment cancellation

Surgery Cancellation Policy:

Life happens! We understand that a situation may arise that could force you to cancel or postpone your surgery. Please understand, however, that your surgery date is reserved exclusively for you, meaning other patients are not offered this date and time in anticipation of *your* procedure. Changes to your surgery date affect your surgeon and other patients as well as the operating room and anesthesia teams.

In light of this, your surgery deposit becomes non-refundable 48 hours after it is made. Full payment for surgery is due 2 weeks prior to your scheduled procedure. You will be notified of a "due date" for your balance. If full payment is not received on or before close of business (5pm EST) on your due date, your deposit, any payments made towards your surgery balance and your surgery

date are considered forfeited. Should you find it necessary to **cancel** your surgery altogether before 5pm EST on your due date, you will be refunded any monies paid towards your surgery less the amount of your surgery deposit. If you decide to **reschedule** your surgery, the surgery deposit and any amounts paid towards the surgery balance can be applied to your rescheduled surgery for up to six months from the date of initial deposit. Any surgery rescheduling will be subject to these original surgery cancellation policy terms, and rescheduling will be allowed a total maximum of **1 time** before the entire balance as paid for surgery is considered forfeited.

For any fees that are refunded, we reserve the right to withhold the associated merchant's fees for collecting that charge if paid by credit card, Alphaeon, Care Credit, or any form of payment other than cash.

If you have any questions about our policy, please do not hesitate to ask. It is designed to protect everyone and facilitate as smooth of an experience as possible. We truly appreciate your understanding of and cooperation with our policy.

Patient (Print): _____

Signature: _____

Witness: _____

Date: _____