



## 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

\_\_\_\_\_(Initial)

### Surgery Cancellation Policy:

\_\_\_\_\_(Initial) 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 OR earlier, as scheduled by your patient coordinator. You will be notified of this "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.

\_\_\_\_\_(Initial) **For any fees that are refunded, we reserve the right to withhold the associated merchant's fees (5%) for collecting that charge if paid by credit card, Alphaeon, Care Credit, or any form of payment other than cash.**

**Tobacco and Nicotine Users:**

\_\_\_\_\_(Initial) For your safety, we reserve the right to refuse surgery to anyone who uses tobacco and or nicotine products of any kind, without exception. Tobacco and nicotine product users are required to commit to complete cessation for a **minimum of 4 weeks prior to and 4 weeks after surgery.**

\_\_\_\_\_(Initial) Patients will submit to urine nicotine testing to ensure compliance with cessation as needed.

\_\_\_\_\_(Initial) Please note that a **failure to quit nicotine and or tobacco use** by 4 weeks prior to your preop appointment will be treated as a surgery reschedule, and the above-outlined "surgery cancellation" policies will be fully enforceable. Please also note successful cessation of nicotine or tobacco use will be solely the responsibility of the patient and no smoking cessation aids will be offered, managed or prescribed by Celestial Plastic & Reconstructive Surgery, LLC.

**Postponement Due To Inclement Weather, Illness, Acts of God, Pandemics:**

\_\_\_\_\_(Initial) We are all looking forward to your surgery date and plan extensively for a safe and enjoyable experience for you. However, there are certain events for which we simply cannot plan and over which we have no control that may affect your surgery. In the event of surgery postponement for reasons that are beyond our control including, but not limited to inclement weather, natural disasters, terrorist attacks, declared states of emergency, hospital/surgery center emergencies, pandemics, debilitating illness, injury or death of the surgeon, acts of God and insurmountable equipment failure, patient will hold harmless Celestial Plastic & Reconstructive Surgery, LLC and its agents, and agrees to **rescheduling** of the postponed surgery whenever doing so is BOTH feasible and safe.

\_\_\_\_\_(Initial) Patient understands that refunds for the postponement of surgery due to disasters akin to (but not limited to) those examples listed above will not be issued.

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. By signing below, you affirm your complete understanding of the above-stated policies. We truly appreciate your understanding of and cooperation with our policies and look forward to serving you.

Patient (Print): \_\_\_\_\_

Signature/Date: \_\_\_\_\_

Witness/Date: \_\_\_\_\_