

## NO SHOW and CANCELLATION POLICY

Our office is founded upon kindness. However, our kindness must have limits to continue to provide proper and superior care for you. We are booked well into 2-3 months out for appointments, both at The Spa and at Lakes Dermatology. Not giving us proper cancellation or change notice does not allow for us to care for you *or* others.

Please note that we have a **24 BUSINESS HOUR CANCELLATION REQUIREMENT FOR ALL APPOINTMENTS REGARDLESS OF YOUR REASON(S).**

That means the following:

- A no show appointment will always be charged!
- We must hear from you MORE than 24 business hours before your appointment to make a change, cancel, etc. This gives us time to fill your allotted time and assist others. That means if your appointment is on a Monday, you will contact us the Friday prior, before 5pm.
- Any appointment NOT cancelled with a minimum of 24 business hours will incur the following fees **AT MINIMUM:**
  - \$50 for any office visit, follow-up, Accutane visit, etc.
  - A MINIMUM of \$100 for any procedure, surgery, laser or aesthetic appointment, PER APPOINTMENT. If you are booked for multiple therapies, you will be charged *per therapy*.
- You will be required to pay any fees that you incur prior to being seen again. If you never return, your fee(s) owed may be sent to collections as they will be part of your account balance.
- Repeat offenders will be required to put a credit card on file for us AND may be required to prepay for services before being allowed to book time in the future.
- For Spa VIPS, please remember that any less than 24 business hour cancellation or no show counts as your treatment for that month. You will not receive another treatment slot.
- Your providers are the only ones you may discuss fee adjustments with if you do not believe you should be charged as noted above. Please do not yell or get angry with office staff. Your providers have asked that these fees be instilled to compensate for their losses of revenue, adjusted patient care, and still incurring overhead costs whether you are at your appointment or not. No one can adjust your fees but your actual provider.
- We do reminder texts and/or reminder calls. Please remember these are a courtesy, and you are still responsible for your own appointments.
- Our goal is to always provide the best care. Please know that we understand we have a requirement to notify you of needed changes or reschedules on our side as well.

By signing below, I acknowledge that I understand these terms described above and agree to adhere to these.

\_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Patient (or Guardian) Signature