



## Cancellation Policy

In an effort to provide the best possible service for our patients and with mutual respect between provider and patient, Eterna Vein & Medical Aesthetics has the following cancellation policy for all appointments:

Patients are asked to please give a minimum of **24 hour** notice to cancel or reschedule their appointment. Earlier notice is considered courteous and much appreciated. Patients who do not observe the cancellation policy will be subject to a \$50.00 cancellation fee. Patients who are billed the \$50.00 cancellation fee will be responsible for the balance prior to their next appointment, and in special circumstances, may be asked to provide payment before securing such appointment.

Patients who are scheduled for major procedures, including Cool Sculpting, Exilis, Ultherapy, the CO2 Laser treatment, PRP, microneedling, IPL 1540, vein procedures, sclerotherapy, and/or *any* other treatment holding more than 90 minutes of treatment time, must give **72 hour** notice for cancellations or reschedules. Patients failing to give 72 hour notice will lose their deposit, or be billed a \$75.00 cancellation fee; whichever is higher.

The cancellation fee is non-refundable, non-transferrable, and due in full prior to their next treatment.

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Staff Witness \_\_\_\_\_ Date \_\_\_\_\_