

## Late Cancellation/No-Show Policy

We are implementing this policy to ensure our patients are seen and cared for in a timely and effective manner, with respect to their healthcare needs and schedule; this policy also allows our Practice and Staff to be compensated -- for their time, expertise, preparation, and services on your behalf, as a valued patient.

We appreciate your time and your choice of us, at REN Dermatology & Aesthetics. Because we value you and your time, medical appointments and spa treatments are reserved especially for you. As such, should you need to cancel or reschedule your appointment, we kindly request you notify us at least 24-48 hours prior to your scheduled appointment. We will gladly find a time to reschedule you.

### For Medical/Cosmetic/Spa Appointments ~

For all **standard medical appointments**...appointments that are cancelled or rescheduled with LESS THAN 24 HOURS notice are subject to a *Late Cancellation Fee* amounting to \$50.00. If you do not call to cancel your appointment AND fail to arrive for your pre-scheduled appointment, you will incur a \$100.00 *No Show Fee*.

For **procedure or extended appointments** (i.e. scheduled for 30 minutes or more), please kindly provide 48 hours' notice, should you no longer be available to attend. If you fail to provide 48 hours' notice when cancelling or rescheduling your appointment, you will be subject to a \$100.00 *Late Cancellation Fee*.

If you do not call to cancel your appointment AND fail to arrive for your pre-scheduled appointment, you will incur a \$200.00 *No Show Fee*.

If you arrive 15 minutes late for your scheduled appointment time, we may ask you to re-schedule for another time.

### A Final Note...

We recognize the time of our patients and staff is valuable and have implemented these policies for this reason. Please remember, when you miss an appointment with us, we not only forfeit our ability to care for you, but also the opportunity to care for another (potential) patient who could have scheduled their appointment in your vacated appointment time slot.

Please note, when you schedule your appointment with us, you are agreeing to these policies. All services require a credit card or gift certificate to guarantee a reservation so please have your credit card and/or REN gift card on hand when booking. However, you will not be billed unless there is a late cancellation or no show.

I [ ] agree to REN Dermatology & Aesthetics' Late Cancellation & No-Show policy as described above. I understand that I will be charged a fee, as previously stated herein, for appointments I cancel or reschedule without sufficient notice (24-48 hours) and/or miss entirely.