



BANCROFT  
FELDMAN  
PLASTIC SURGERY

#### CANCELLATION AND RESCHEDULING POLICY FOR CONSULTATIONS/OFFICE APPOINTMENTS/BOTOX

Some primary surgical consultations may be complimentary, as long as you do not reschedule and arrive on time. We do, however, require a debit/credit card on file for \$250 retainer to hold complimentary appointments. **If you no show or late reschedule you will be charged \$250 non-refundable fee.** Other appointments may require a \$250 non-refundable payment at time of booking. We understand emergencies do arise, and therefore ask for 2 business days' notice if you must reschedule or cancel, to avoid being charged \$250.

#### CANCELLATION AND RESCHEDULING POLICY FOR SURGICAL PROCEDURES

We understand that a situation may arise that could force you to postpone your surgery. Please understand that such changes affect not only your surgeon, but other staff and patients as well. The doctor's time as well as that of the operating room staff is a limited commodity and we request your courtesy and concern.

If you need to cancel your surgery or in-office procedure more than 7 business days prior to your surgery, you are entitled to a refund of 50% of your payment, and you forfeit your \$500 scheduling retainer. Should you find it necessary to cancel your surgery or in-office procedure, for ANY reason including positive pregnancy test, 7 business days or less before surgery, you will be entitled to a refund of 20% of your payment, and forfeit all of your \$500 deposit.

In accordance with AAAASF Policy, a pregnancy test must be performed the morning of surgery. Should this test be positive, surgery will NOT be performed and you will be given the option to: 1) Reschedule pending a negative pregnancy test or clearance in writing from an OB/GYN for \$250 rescheduling fee. 2) Cancel surgery in accordance with Refund Policy above.

If you need to reschedule your surgery for any reason the following applies: Fourteen (14) or more days before your surgery, you will be charged a \$250 rescheduling fee. Less than fourteen (14) business days is treated as a cancellation per above stated policy.

Out of respect to other patients, there will be a late fee of \$250 for every 15 minutes you are late for surgery. We also reserve the right to move up/down or adjust surgical and/or arrival time, postpone/reschedule, or cancel your surgery, without recourse.

If the surgeon chooses to cancel your surgery for safety or compliance concerns at any point (excluding pregnancy or your failure to obtain pre-operative clearance), you will forfeit your non-refundable \$500 booking retainer. We will, however, return your surgery fees.

By scheduling an appointment and/or surgical procedure **and voluntarily providing credit/debit card for \$250 retainer**, I acknowledge I have read and understand the Bancroft Feldman Plastic Surgery cancellation and rescheduling policies. **As such, I waive my right to dispute charges made to my credit/debit account in accordance with the policies covered in this agreement.**