



Dear Valued Patient,

We have introduced an appointment Cancellation Policy and the terms are as follows:

Same day Appointment Cancellations

- Medical appointments: If a first time Patient makes a same day cancellation of an appointment or does not show, a fee of \$200 will automatically be added to their invoice at their next appointment.
- Medical Follow up: If a Patient makes a same day cancellation of an appointment or does not show, a fee of \$100 will automatically be added to their invoice at their next appointment.
- Cosmetic appointments: If a Patient makes a same day cancellation of an appointment or does not show, a fee of \$500 will automatically be added to their invoice at their next appointment.

Patients may cancel appointments free of charge up to 24hrs prior to the appointment.

Confirmation of appointments

Patients are continually reminded to confirm their appointment. Patients receive a final electronic reminder 48hrs prior to the appointment and a confirmation call 24hrs prior to the appointment. Patients must confirm their appointment in advance otherwise it cannot be guaranteed that the appointment will be available to them.

We would be grateful if you would sign a copy of this policy in acknowledgement of having seen and understood its terms.

Signature_____

Print Name_____Date_____

Yours Sincerely
DR NAOMI DOLLY