

Dr. Burroughs Cancellation Policy:

LATE TO APPOINTMENT POLICY:

If you are a new patient you are required to arrive 20 minutes before your appointment time to complete additional paperwork and prepared to provide your ID, Insurance Cards and Copay. If you arrive at the scheduled appointment time and not early as instructed and or take more than 15 minutes to complete the forms and registration process, you may be asked to reschedule. Likewise, if you are an established patient and you arrive 15 minutes late or more to your appointment you will likely be asked to reschedule unless the physician's schedule can still accommodate you. Priority will be given to the patients who arrive on time and you may have to be worked in between them. This may mean you will have a considerable wait. If this is not convenient for you, you may choose to reschedule. One or two late patients cause the entire daily schedule to fall behind. This is an inconvenience to everyone. We strive to see every patient as close to their appointment time as possible.

MISSED APPOINTMENT OR "NO-SHOW" POLICY:

While we make every effort to provide a reminder call at least 24 hours before your appointment, it is your responsibility to remember your appointment. If you have scheduled a cosmetic consultation and cancel within 24 hours or do not show to your appointment you forfeit your \$100 consultation fee and it will not be refunded to you or available to apply to other services. We charge a \$50 missed appointment fee to patients who do not keep their scheduled appointment time or who cancel less than 24 hours in advance. If this should happen more than twice, a \$75 charge will be incurred for the third incident. All fees must be paid before a new appointment can be scheduled. After three (3) missed appointments, the practice may at its discretion choose to discontinue your care.

SPA Cancellation Policy:

Rescheduling/Cancellation Policy

If you need to reschedule or cancel, please contact us 48 hours in advance of your scheduled time. All rescheduling/cancellations with less than 24 hours' notice are subject to a \$25 fee, or a deduction to your gift certificate. This courtesy enables us to compensate our employees for their time, and maintains a higher availability of our time for you as well as others. By scheduling an appointment, you are agreeing to our rescheduling/cancellation policy. Patients arriving more than 10 minutes late may result in a shortened appointment or a cancellation if there is not enough time to complete the procedure. If your appointment is rescheduled or cancelled due to late arrival you will be charged the \$25 cancellation fee.

NO Show/No Call

"No-shows"- Clients who are not present for their appointment will be considered a No-show, and charged \$25.00 on the day of the missed appointment. A continued history of no-shows may result in a dismissal from Springs Aesthetics. Consultation visits that are repeatedly cancelled will count towards the patient's no-show record and may result in refusal to schedule future appointments. In accordance with state guidelines, a patient may be discharged from the practice following three (3) no-shows in a one-year period (365 Days)

CHANGES IN SCHEDULED SERVICE

Sometimes clients ask to change their service after arriving at Springs Aesthetics, and while most times we are able to accommodate this change, occasionally we are unable to do so given the amount of time scheduled and change in set up (ex: Deciding to get a Deluxe Hydrafacial which lasts an hour vs. a chemical peel which takes 20 minutes). So that we are able to give you the best treatment possible, we ask that you please call 24 hours in advance to discuss any changes that you would like to make to your scheduled service.

Appointment Policy

Arriving late will deprive you of valuable treatment time. To avoid delaying the next guest, your treatment will end on time and you will be responsible for the full treatment cost. Arriving more than 10 minutes late forfeit you from that scheduled appointment. We encourage you to schedule two weeks in advance to reserve the most convenient time for your schedule.

All new clients please arrive 10 to 15 minutes early for appointments to allow time for completing consent forms, or other paperwork, using the bathroom, etc.

**Fees subject to change without notice. Fees are based on customized needs.