



## OFFICE POLICIES

### Your Treatment Plan

You will receive a treatment plan that will include the recommended course of treatments for you and the associated fees. This quote will be valid for a period of thirty (30) days. We do not bill insurance.

### Payment and Fees

We accept payment by debit card, credit card, Care Credit and cash. **We do not accept checks.** Fees for all VanderVeer Center (VVC) services are paid in full on the first date of service.

### Appointment Policy

All appointments are held with a credit card. Card is not charged, unless you do not show for your appointment, or give 24 hours notice to reschedule or cancel an appointment. The credit card will reserve your scheduled appointment, but not be charged for services. Please see our Payment and Fees Policy section for acceptable payment methods.

### Service Prepayment

Treatment must commence within 60 days from time of purchase if prepayment has been made for services. All packages for services must be completed within 18 months of the time services are begun or paid.

### Appointments with Our Medical Treatment Providers

We respect your desire to be with a particular member of our treatment team, but we may not always be able to meet these requests due to illness, vacation and unforeseen schedule changes. We appreciate your flexibility, as it allows increased accessibility to our treatments and greater convenience for all of our patients.

### Children

For safety reasons, please do not bring children under the age of 15 with you to your appointment. If you bring children to your appointment, we reserve the right to cancel your appointment and assess a \$100 fee.

### Female Patients

Pregnancy and breast-feeding are considered contraindications for cosmetic medical treatments. Please notify your treatment provider if you think you might be pregnant or become pregnant during the course of your treatment. Any pre-paid treatment plans will be suspended until you are able to continue your treatment.

### Cancellation/No Show Policy

We are open 7 days a week. As a courtesy, we provide reminder notices for appointments, typically 48 hours prior to your appointment. **We require minimum notice of 24 hours to cancel or reschedule your appointment.** If you fail to provide such notification and do not arrive as scheduled, a fee of \$100 per hour of scheduled appointment (s), will occur.

- If the missed appointment was a pre-paid treatment in a series, that treatment will be forfeited (i.e., not repeated or fee refunded).
- We will make every effort to accommodate your busy schedule. However, if you arrive 15 or more minutes late without notice for a scheduled appointment, your appointment time may be forfeited and a \$100 fee, per hour scheduled, will be due for the missed appointment.

## FINANCIAL POLICIES

### Refunds: ***Absolutely no refunds for services are given.***

√ **All** fees for VVC services (single treatment or series of treatments) are due and paid in full on the first date of service. If you decide to discontinue treatment for any reason whatsoever, you may request an *in-Center credit* for the unused portion of a treatment series. The credit will be calculated based on individual treatment fees, which will be substantially more than any discounted and all series prices.

√ **Any** in-Center credit or balance transfer must be used for like-kind services. Example: Pre-paid Laser packages can only be exchanged for similar Laser services, and is not transferrable to Injectables or retail.

√ **We** cannot provide refunds for any reason for all skincare products, dietary supplements and all Rx products. You may exchange **unopened** products within 30 days of purchase.

√ **No** refunds will be issued for missed appointments due to late cancellation (please see *Cancellation/No Show Policy* above) or for treatments that were not provided as scheduled due to the patient's lack of preparation (please see *Patient Responsibility to Follow Treatment Guidelines* below).

√ **Because** of individual responses to treatment, we cannot provide any guarantees for our medical treatments. If you feel that you have received ineffective treatment, we encourage you to speak with your treatment provider as soon as possible. We will make every effort to provide you with high quality results and exceptional customer service.

√ **Series**, treatments, services and promotions may not be split or shared with other patients.

√ **All treatment packages expire 18 months from date of purchase. All unused portions of packages or prepaid services will be forfeited 18 months after beginning treatment. Absolutely no refunds or in-Center credit will be awarded for any reason for unused services.**

### **Patient Responsibility to Follow Treatment Guidelines and VanderVeer Center Policy for Follow up**

We make every effort to provide clear pre- and post-procedure instructions to our patients before their treatment starts. Patients in turn are asked to comply with those instructions and come to their appointments fully prepared to be treated (for example, laser hair reduction treatment: no recent sun exposure and treatment area shaved prior to treatment). If a patient arrives for their reserved appointment unprepared or suntanned, resulting in the treatment not being provided, the treatment will be forfeited and no refunds or retreatment will be given.

### **Our Rewards Program**

The highest compliment you can give us is to refer a new patient to VVC. For each new patient you refer to us who initiates treatment at VVC, you receive a \$100 credit to your account. There is *no limit* to the number of referral credits you may accrue. Referral credits may be combined with other offers and promotions.

### **Acknowledgement**

By signing this policy you agree to contact our office immediately if you feel you are experiencing any complications as a result of your treatment at VVC. You also agree to be seen by one of our clinical staff members within 48 hours. You agree to release any and all medical records to VVC from any other medical provider if you are seen by someone other than our medical team. If you require assistance after hours, there are instructions on our voice mailbox for contacting our on-call physician.

**I have read and understand the VanderVeer Center Office Policies as outlined above**

***(Please see your Patient Advocate to capture your electronic signature)***