



Office Policies

- 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 package prices.
- We cannot provide refunds for RX (Latisse) or any CBD product.
- You may return or exchange ***unopened*** skincare products within 30 days of purchase.
- No refunds will be issued for missed appointments due to late cancellation 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).
- Packages, treatments, services, and promotions may not be split, shared, transferred or exchanged with other patients.
- All treatment packages expire in 12 months from date of purchase and all unused proportions of packages or prepaid services will be forfeited 12 months after purchase.
- Absolutely no refunds or In-Center Credit will be awarded for any reason for unused services that remain after 12 months from date of purchase; unless due to pregnancy.

Refunds: Absolutely no refunds for ANY TREATMENTS OR SERVICES after services are received.

Our Ambassador Program

The highest compliment you can give us is to refer a new patient to us. For each new patient you refer to us who receives treatment at VVC with a value of \$300 or more, you will receive a \$50 credit to your account. There is no limit to the number of referral credits you may accrue. Referral credits may not be combined with other offers and promotions. The referee will receive \$25 off their first visit of \$300 or more.

Appointments with Our Medical 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. A change of provider for your service will not be considered a valid reason for a late cancellation.

Cancellation/No Show Policy

We are open 5 days a week. As a courtesy, we provide reminder notices for appointments, typically 48 hours prior to your appointment. We require a credit card on file to schedule appointments. **We require minimum notice of 48 hours to cancel or reschedule your appointment.** If you fail to provide such notification or do not arrive as scheduled, a fee of \$100 per hour of scheduled appointment will occur, minimum of \$100. **Any cancellation or no-show fees are payable in full prior to your next treatment session.**

Late Arrival

- 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 10 or more minutes late for a scheduled appointment, your appointment time may be forfeited, and our cancellation fee will apply.

Guarantees

Because of individual response 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.

Patient Responsibility to Follow Treatment Guidelines and Vander Veer 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. Please refer to our pre and post treatment instructions found on our website.

Payment and Fees

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

Prepayment/Up Front Deposits

Treatment must commence within 60 days from time of purchase if prepayment has been made for services. All packages for service must be completed within 12 months of purchase date.

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 30 days. We do not bill insurance.

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.

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, understand and agree to VanderVeer Centers Office Policies as outlined above.

Patient Name: _____ **Date:** _____

Patient Signature: _____ **Date:** _____