



## Reservation Deposit and Cancellation Policy

Effective August 1st, 2017

Fayetteville Plastic Surgery and Cape Fear Aesthetics makes every effort to provide you with an appointment to accommodate your schedule and this time is reserved for you. Our Consultations are no longer free, in order to reserve and hold your desired consultation or service appointment, a \$25.00 deposit is required at the time of booking. If the appointment is kept, the deposit is stored on your account as a credit that can be applied toward the cost of any service, procedure, or product of your choice.

We understand that unplanned circumstances can occur and you may need to cancel or reschedule your appointment. Should a cancellation or date change be necessary, we request a minimum of a 24 hour notice for any appointment. In the event that you do not come in to your appointment and you do not notify us in the allotted time, then the \$25.00 deposit that you put down to hold your appointment will be applied to cover the “no show” or same day appointment cancellation fee.

If we receive a call or voicemail to cancel or reschedule at least 24 hours before your appointment, then the \$25.00 deposit will carry over towards your next appointment and will hold your new appointment time. Please keep in mind this will only **roll over one time**. If the appointment scheduled with a roll over deposit, is also missed, the deposit will then be applied to cover a “no show” or same day appointment cancellation fee. The reservation deposit is stored on your account as a credit and will not be refunded.

Each and every appointment that you book in our office will require a \$25.00 deposit. Additional deposits are not required for procedure pre-ops, post-ops, or follow up appointments regarding a procedure.

As courtesy, we have an automated system which will notify you of your upcoming appointment(s) either by text or email, two weeks and two days prior. Please confirm your appointment via device, e-mail or phone. If you prefer you may call our office to confirm your appointment. Cancellations cannot be accepted via text.

**If you are more than 15 minutes tardy we will need to reschedule your appointment.**

I understand this policy and authorize Fayetteville Plastic Surgery and Cape Fear Aesthetics to assess cancellation and no show fees according to the above outlined policy.

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Name(Print)

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Signature

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Date

2019

2053 Valleygate Drive, Suite 102, Fayetteville NC 28304 Office: 910.323.3757 Fax: 910.222.3068 February