



CANCELLATION / MISSED APPOINTMENT POLICY

We will make every effort to accommodate your scheduling needs. In return we ask that you help us by keeping your scheduled appointments, and by notifying us in advance if you are unable to do so. We recommend scheduling your appointment in advance to ensure availability. Thank you for your courtesy.

Please read and sign our policy as indicated below:

- ☐ Nova Medical Spa services are available by appointment only.
- ☐ A major credit card is required to hold your appointment(s).
- ☐ All patients who fail to arrive for their scheduled appointment or who cancel with less than 24 hours noticed will be charged a missed appointment fee of \$30.00 or 10% of the price of services scheduled (whichever is greater).
- ☐ This fee will be applied if you are more than 15 minutes late for your appointment as well.
- ☐ This fee will be charged to the credit card we have on file in the office.
- ☐ Leaving a message on the office voicemail during off hours will suffice for a cancellation, as long as it is left more than 24 hours in advance of your scheduled appointment.
- ☐ We regret that late arrivals may result in shorter appointments. We will not extend an appointment time due to a patient's late arrival.

These policies allow us to best accommodate the scheduling needs of our patients. We aim to provide our clients the highest quality service and we pride ourselves on our exceptional staff.

I have read and understand this policy:

Patient Signature

Print Name

Date