

Cancellation, Rescheduling & Deposit Policy

At **Englewood Spine & Aesthetics Institute**, we value your time and are committed to providing exceptional, personalized care. To ensure we can accommodate all of our patients and reserve adequate treatment time, we kindly ask that you review and adhere to the following scheduling policies.

Appointment Requests

Appointment requests submitted through our website are subject to provider availability and must be confirmed by our office. Submitting an online appointment request does **not** guarantee a scheduled appointment. A member of our team will contact you to confirm your appointment date and time.

Deposit Policy

A **50% deposit** is required to reserve appointments for services totaling **\$350 or more**.

Your appointment is not considered confirmed until the required deposit has been received. The deposit will be applied toward the total cost of your treatment on the day of your appointment.

Cancellation & Rescheduling

We respectfully request **at least 24 hours' notice** if you need to cancel or reschedule your appointment.

- Cancellations or rescheduling requests made **24 hours or more** before your scheduled appointment will allow your deposit to be transferred to one future appointment, provided the new appointment is scheduled within a reasonable timeframe determined by the practice.
- Cancellations made **less than 24 hours** before your appointment will result in the forfeiture of your 50% deposit.
- Patients who fail to arrive for their scheduled appointment without prior notice ("no-shows") will forfeit their 50% deposit.

Late Arrivals

Please arrive on time for your appointment.

Patients arriving **more than 15 minutes late** may have their appointment shortened or rescheduled to avoid delaying other patients. If there is insufficient time to safely perform your scheduled treatment, the appointment may be considered a late cancellation, and applicable cancellation fees or deposit forfeiture may apply.

Credit Card on File

A valid credit card may be required to reserve certain appointments.

By scheduling an appointment, you authorize Englewood Spine & Aesthetics Institute to charge applicable cancellation or no-show fees in accordance with this policy.

Treatment Packages & Membership Appointments

Appointments scheduled as part of a prepaid treatment package or membership are subject to the same cancellation policy.

Late cancellations or no-shows may result in the forfeiture of that scheduled treatment or the applicable cancellation fee, at the discretion of the practice.

Medical Clearance & Contraindications

Patient safety is our highest priority.

If, upon evaluation, your provider determines that it is not medically appropriate or safe to perform your scheduled treatment due to illness, infection, pregnancy, medications, skin conditions, recent sun exposure, or any other contraindication, your treatment may be postponed or modified. Any deposit will be handled at the discretion of the practice based on the circumstances.

Refund Policy

Due to the medical nature of our services and the customized treatment provided to each patient:

- All services rendered are **final and non-refundable**.
- Individual treatment outcomes vary, and no specific results can be guaranteed.
- Fees will not be refunded based on patient dissatisfaction with treatment outcomes when services have been performed appropriately and within the accepted standard of care.

Retail skincare products may be eligible for exchange or return only if they are unopened, unused, and returned within **14 days** of purchase with the original receipt. Opened products are not eligible for return unless defective.

Right to Refuse Treatment

Englewood Spine & Aesthetics Institute reserves the right to refuse or discontinue treatment if:

- A requested treatment is not medically appropriate.
- A treatment is unlikely to achieve a safe or satisfactory result.

- A patient fails to follow pre-treatment or post-treatment instructions.
- A patient exhibits abusive, threatening, disruptive, inappropriate, or unsafe behavior toward staff or other patients.

Repeated Late Cancellations & No-Shows

Repeated late cancellations, missed appointments, or no-shows may result in:

- A deposit being required for all future appointments.
- Prepayment for future services.
- Restrictions on online scheduling.
- Refusal of future appointments at the sole discretion of Englewood Spine & Aesthetics Institute.

Emergency Exceptions

We understand that genuine emergencies and unforeseen circumstances can occur. Requests to waive cancellation fees due to documented emergencies will be considered on a case-by-case basis at the sole discretion of the practice.

Respect for Our Patients' Time

Every appointment is reserved exclusively for you. Late cancellations and missed appointments prevent us from offering that time to other patients seeking care. We sincerely appreciate your understanding and cooperation, as these policies allow us to continue providing exceptional medical and aesthetic care while respecting the time of every patient and provider.