

## **Appointment and Cancellation Policies**

For the convenience and privacy of our patients, visits with Dr. Steffes are by appointment only. Dr. Steffes values the patient experience. In order to maintain the highest standards of care, patients delayed more than 15 minutes beyond their scheduled appointment time may be requested to reschedule. Cancellations of appointments less than 48 hours before the scheduled appointment time may result in a \$50.00 cancellation fee. Cancellation of Coolsculpting appointments less than 48 hours before the scheduled appointment may be subject to a \$500.00 cancellation fee. Acceptable forms of payment for patient services include cash, check, or credit card. Payment of non-surgical cosmetic procedures is expected at the time of service.

Pre-payment of surgical procedures is required 14 business days prior to the procedure date. At the time of booking of a surgical procedure, a non-refundable deposit of \$1000.00 is required. Fifty (50) percent of the surgical procedure cost will be forfeited for cancellations within 7 days of the procedure date. Cancellations within 48 hours of a surgical procedure are non-refundable.