

-Payment Instructions/Cancellation and Missed Appointment Policy-

PAYMENT

Once an appointment date is set, you will automatically receive an invoice for the service requested. To secure your appointment, we require full payment 24 hours before the service date.

Payments can be made by:

- Credit card (Please call our office for further credit card payments)
- E-transfer
- Paypal

LATE ARRIVAL

Patients are permitted a 10 min grace period. After 10 mins, your appointment will automatically be cancelled, and a refunded will not be provided. (In case of emergency, please contact our office as soon as possible.)

CANCELLATIONS

If you are able to provide 24+ hours notice it is deeply appreciated, as this potentially allows for your appointment spot to be filled by someone on the waiting list, in need of an appointment.

We consider any appointment that you have made with us, important. Your appointment is for your exclusive use and when it is cancelled with short notice, or missed altogether, it is often too late or impossible to offer this time to someone else and the appointment time goes unfilled. We very much appreciate a cancellation over a no-show.

The following cancellation / missed appointment policy is in effect:

- A **full 24 hours notice** is required for cancelling appointments. Clients may contact us directly through our email to cancel or reschedule appointments.
- **If you cancel with less than 24 hours** before your appointment time, you will be billed for 25% of the cost of your appointment. This also applies to same-day bookings which are subsequently cancelled.

- *If you cancel with less than 12 hours* before your appointment time, you will be billed for 50% of the cost of your appointment. This also applies to same-day bookings which are subsequently cancelled.
- **Clients who fail to show up for a scheduled appointment (“no show”) are billed for the full cost of their scheduled session** — i.e. \$599 for a full body scan session.
- **Clients are solely responsible for remembering their appointment time.**
- There is a range of valid reasons for cancelling an appointment. In order to be consistent with all clients, cancellation fees will only be waived in the event of a medical emergency requiring urgent professional treatment, a death in the family or a natural disaster.
- Missed appointments and late cancellations are payable via cash. We will provide a receipt marked “cancellation fee” or “missed appointment” and cannot mark such receipts as a “mole scan session” as this constitutes insurance fraud. We appreciate your prompt payment.

CONTACT US:

Questions?

Email:PalmerstonMoleScanClinic@gmail.com

Phone: 416 922-1977

Business Hours:

Monday to Friday 9-5pm (By appointment only) ***Closed on Statutory Holidays***

Palmerston Mole Scan Clinic Team