

PALMERSTON MOLE SCAN CLINIC

Payment, Cancellation & Missed Appointment Policy

Payment

- Once an appointment is scheduled, you will automatically receive an invoice for the requested service.
- To **secure your appointment, full payment is required 24 hours before** the service date.
- Accepted payment methods:
 - **Credit card** (*please call our office to process*)
 - **E-transfer**
 - **PayPal**

Late Arrival

- A **10-minute grace period** applies.
- Arriving **more than 10 minutes late** will result in **automatic cancellation** of your appointment and **no refund**.
- In case of emergency, please contact our office as soon as possible.

Cancellations & Missed Appointments

We value your appointment time and do our best to offer unfilled spots to patients on our waitlist. Short-notice cancellations or missed visits are often impossible to rebook.

- **≥ 24 hours' notice:** No fee. (*Thank you—this helps us offer the time to someone in need.*)
- **< 24 hours' notice:** **25%** of the appointment fee will be charged. (*Applies to same-day bookings if later cancelled.*)
- **< 12 hours' notice:** **50%** of the appointment fee will be charged. (*Applies to same-day bookings if later cancelled.*)
- **No-show:** **100%** of the appointment fee will be charged (e.g., **\$459** for a full-body mole mapping).
- Clients are **responsible for remembering** their appointment time.

Exceptions: To be consistent and fair to all clients, cancellation fees are **only** waived for:

- A **medical emergency** requiring urgent professional treatment
- A **death in the family**
- A **natural disaster**

How fees are paid: Missed-appointment and late-cancellation fees are **payable in cash**. We will issue a receipt marked “**cancellation fee**” or “**missed appointment.**” We cannot label these receipts as “**Mole Mapping Exam,**” as that would constitute insurance fraud. Thank you for your prompt payment.

Contact Us

Phone: (416) 922-1977

Business Hours: **Mon–Fri 8:00–4:00, Sat 8:00–1:00** (*by appointment only; closed on statutory holidays*)

Email: TBA

Thank you for your cooperation,

Palmerston Mole Scan Clinic Team