

TOC Eye and Face & TOC Medical Spa
Cancellation & Tardiness Policy

For appointments with a nurse: TOC Medical Spa requires at least 24 hours' notice of any cancellation or rescheduling of appointments in order to avoid a **cancellation fee of \$50**. As a *courtesy*, we attempt to make "reminder" phone calls to patients at least 48 hours in advance of the appointments that they set up, but making and keeping the appointments is ultimately the responsibility of the patient regardless of whether they received a courtesy call.

As a further practice to ensure that we can accommodate the day's schedule properly, TOC Medical Spa will also require that if an individual is more than 10 minutes late for his or her scheduled appointment, that appointment will need to be rescheduled for another time and the cancellation fee of \$50 would be required.

For appointments with a physician: In order to best serve our patients, we strive to schedule adequate time for each visit. If you are unable to keep a scheduled appointment, we require 24-hour prior notice of cancellations. If you do not give 24 hours' notice, you will be required to pay an \$85 pre-payment in order to schedule any future consultations.

We realize that unforeseen events occasionally arise, but each person's appointment represents time and, in many cases, equipment reserved exclusively for them. Any exceptions to the cancellation fee and policy will be evaluated by the Practice Administrator on a case-by-case basis, should the need arise.

We thank you for your cooperation regarding this policy.