



## ZERONA™ Cancellation and Payment Policy

### **Payments:**

Payment in full is required prior to scheduling initial treatment. The following options are available:

**Credit Cards:** You may pay your account using your Visa, Master Card, American Express

**Cash/Check:** You may pay your account with cash, check or cashiers check

All returned checks will be assessed a return check charge of \$30.00 each time a check is returned, regardless of the reason.

### **Punctuality:**

Arrive at least 5 minutes early so you can enjoy an unhurried transition into your treatment. All treatments will start and end on time.

### **Arriving Late:**

Arriving late will interfere with your treatment, therefore, making the treatment not as effective or therapeutic for you. All appointments will end at their scheduled times so that the next patient will not be delayed.

### **No Show:**

We strongly encourage you to communicate with us. If you fail to arrive for your scheduled treatment time, without having notified us you will be subject to loss of your investment/ deposit. A no show will also disengage or void any agreement or warrant you may have with our office.

### **Cancellation Policy:**

We take pride in the appropriate reservation of your procedural dates and scheduled time! Our priority is to schedule procedures that can be attended to with the utmost of care. Our office scheduling policy is very time sensitive due to the constraints of the procedure. Therefore, please understand the importance of respecting our **One Week Cancellation Policy** which entails the following:

***Cancellation of 7 days prior to completion of your initial scheduled date will result in a 25% loss of all fees.***

***Cancellation of 3 days prior to completion of your initial scheduled date will result in a 50% loss of all fees.***

### **No refunds policy after first initial treatment.**

All of these policies are necessary to keep the clinic/ spa running smoothly and for us to give you the quality and service you deserve. These policies prevent the manipulation of the times schedule we have set up and in order to respect your time constraints. We know you have a busy life; and therefore we will do everything within our ability to keep your scheduled appointments on track.