

NO REFUND POLICY

- All of iCare Medical Clinic services (*such as Weight Loss Programs, Neurotoxin, Dermal Fillers, Hair Exosomes, Microneedling, Facial Treatments, Mesotherapy, Testosterone Replacement Therapy, Cosmetic Teeth Whitening, et al.*) are **non-refundable**.

DEPOSIT POLICY

- We require a **\$50 non-refundable deposit** for our Weight Loss Consultation, Neurotoxin, Dermal Fillers, Hair Exosomes, Microneedling, Facial Treatments, Mesotherapy and Cosmetic Teeth Whitening services in order to confirm your appointment.
- Deposits go towards your service/consultation.
- Clients that no-show or reschedule less than 48 hours (2 business days) in advance will not receive their deposit back.

LATE POLICY

- Running late? Let us know! If you can't make it on time for your scheduled appointment, please call/let our office know ASAP.
- We allow a grace period of **15 minutes**. If you are 15+ minutes late, it is considered as a no show and a **\$30 no-show fee** will be applied to your account.

NO-SHOW POLICY

- If you won't be able to make it to your appointment, simply let our office know. If a client didn't show up to their appointment, a **no-show fee of \$30** will be applied to their account/next visit. This includes situations in which:
 - No call, no-shows
 - Cancellations made without providing 48-Hour (2 business days) notice.
 - Being over 15 minutes late

CANCELLATIONS & RESCHEDULING

- Please provide a **minimum of 48-hour (2 business days) notice** should you need to cancel/reschedule your appointment. A no-show fee of \$30 will be added to your account if no choice is provided within 48 hours.
- If you are feeling sick, we ask that you please reschedule your appointment.

The staff and provider here at iCare Medical Clinic are all well trained to assist the patients with all of their medical concerns. To the extent, we must ask all patients to treat and respect our team as you would be expected to be treated and respected as a patient. We will not tolerate abusive language or behavior to any member of our staff at any time. Such actions will cause for immediate termination as a patient from this office.