

SkinSmart Cancellation Policy

Our Medical Staff ask patients to respect their time and in turn we respect patients' time and give them the attention that they are due.

At SkinSmart we may exercise discretion in charging a cancellation fee, and the amount may vary depending on the appointment type, the notice given and the patient circumstances. The amount of the cancellation fee will be in line with the cost of the treatment booked.

In general we require a minimum of 48 hours notice to cancel an appointment.

For an expensive appointment that requires hours of the doctors time, equipment and supplies, a weeks notice of intended cancellation or change to the appointment should be given. Without sufficient notice, your deposit will be retained. Appointments can be rescheduled without penalty, with a weeks notice. These such treatments include Fractionated Laser Resurfacing, Skin Tightening such as Ulthera, Photodynamic Therapy and Dermal Fillers.

For shorter appointments the clinic will overlook a late cancellation fee the first time but for subsequent late cancellations patients will be asked to pay the minimum appointment fee of \$90. Payment will ensure that patients can reserve a time in the future and that the time will be held exclusively for them.

If you have any questions about this policy, please ask the reception staff.