

The Female Pelvic Health Center & MedSpa

Financial Policy for Cash/MedSpa Procedures

This Financial Policy outlines our office policies for cash-based and MedSpa services, including cosmetic, wellness, and elective procedures. Please review and sign to indicate your understanding and agreement.

1. Scheduling & Payment

- All MedSpa or elective procedures require full payment at the time of scheduling to secure your appointment.
- We accept cash, major credit cards, and approved financing options.
- Appointments are not considered confirmed until payment is received.

2. Cancellation, Rescheduling & Rebooking Policy

- We require a minimum of 48 hours' notice to cancel or reschedule your appointment without penalty.
- Cancellations or rescheduling with less than 48 hours' notice will result in a forfeiture of 50% of the procedure fee.
- No-shows (failure to appear without notice) will result in forfeiture of 100% of the procedure fee.
- Rescheduling/credit validity:
 - If you cancel or reschedule with proper notice, your prepaid amount may be applied toward a future appointment.
 - The prepaid amount must be applied to a new appointment within 6 months of the original scheduled date. After 6 months, any unused credit will be forfeited.
 - Only one reschedule is permitted per prepaid procedure without penalty; additional changes may incur a fee or loss of prepaid amount at our discretion.

3. Refund Policy

- Payments for MedSpa and elective procedures are nonrefundable once services are rendered.
- Payments made in advance are refundable only if:
 - Cancellation occurs more than 48 hours prior to your scheduled appointment, or
 - The procedure is deemed medically inappropriate by our provider and has not yet been performed.
- Any approved refund will be returned by the same method of payment within 10 business days.
- Packages or pre-paid services are non-transferable and must be used within the

timeframes stated at purchase.

- Product sales (skincare, supplements, etc.) are final unless defective.

4. Late Arrival Policy

- Arriving more than 15 minutes late may shorten your treatment time or require rescheduling at the provider's discretion.
- Standard cancellation fees may apply.

5. Acknowledgment & Consent

By signing below, I acknowledge that I have read and understand the Financial Policy and agree to comply with its terms. I understand that payments for MedSpa and elective procedures are due at the time of booking and that refunds are limited to the terms outlined above.

Patient Name: _____

Signature: _____

Date: _____