SARAH AVILA MD
OCULOFACIAL PLASTIC SURGERY

Cancellation and Rescheduling Policy

Thank you for choosing our practice for your cosmetic procedure. Because your surgery requires extensive planning, staff coordination and reserved operating room time, we have the following policies in place regarding cancellations, rescheduling and surgical readiness.

Booking Fee

A non-refundable booking fee of $1000 is required to secure your surgical date. This fee will be applied toward your total surgical cost but is non-refundable under all circumstances.

Payment Requirements

Full payment of the remaining surgical balance is due no later than two (2) weeks prior to the scheduled surgery date.Failure to complete payment by this deadline may result in automatic cancellation or rescheduling of the procedure at the surgeon's discretion.

Medical Clearance

Medical clearance must be obtained within thirty (30) days of surgery and submitted to the office no later than one (1) week before the scheduled procedure.It is the patient's responsibility to complete and provide all required documentation by the stated deadlines.Failure to do so may result in cancellation or postponement of surgery, and any fees or deposits paid will remain non-refundable.

Cancellation & Rescheduling Policy

Timeline	Policy
More than 21 days before surgery	You may reschedule once without penalty. Your booking fee is retained and applied to a new date.
7-21 days before surgery	A $550 rescheduling fee will apply OR your booking fee will be forfeited.
Less than 7 days before surgery or no show	You will forfeit 50-100% of the total surgical fee.

Pre-Operative Non-Compliance

Your surgery may be canceled if you fail to follow pre-operative instructions including but not limited to:

- Eating or drinking after fasting time (if surgery is being done under anesthesia)
- Continuing blood thinners or supplements against medical advice
- Failing to complete labs, clearance, or paperwork
- Failing to arrange required post-op care or transportation

Such cancellations will be treated as late cancellation and subject to the same financial penalties described above.