

## **PAYMENT AND CANCELLATION TERMS**

- the deposit needs to be paid for the binding reservation of the date of the procedure
- the deposit is used to reserve the date of the surgery and the nursing team with a necessary equipment
- in case the deposit is not paid on the day of consultation, the procedure date can only be reserved for 7 days. In case the deposit is not paid even after this period, the operating date is cancelled.

### **The amount of the deposit:**

- 500 € for every type of surgery in local anaesthesia
- 1000 € for every type of surgery in general anaesthesia (including analgosedation)
- 1500 € for combined surgery

### **Changing the date of the surgery**

- in case of serious reasons, the date of the surgery can be changed even less than 30 days before the procedure (see cancellation terms below)
- the fee for changing the date of the procedure is 100 €

### **The deposit is refunded if:**

- the client announces the cancellation no later than 30 days before the reserved date
- the client cancel the surgery date for medical reasons which is stated by the medical report from the attending physician with his/her contact and the medical report also contains a statement that the health reason is also a contraindication to perform the surgery at any time in the future
- the deposit will be refunded within 30 days of the date of cancellation and delivery of the necessary confirmations

**The deposit is forfeited in full if:**

- the client announces the cancellation of the procedure date less than 30 days before the reserved date and doesn't provide that with a medical report
- the client decides not to undergo the surgery on the day of the procedure despite the doctor's positive recommendation to undergo the surgery
- it's discovered on the day of surgery that the client concealed serious health problems for which the operation cannot be performed

The deposit is used to cover the costs associated with the reservation of the operating theatre, doctor, nurses, prepared materials, implants etc.

**The deposit remains if:**

- the client announces the cancellation of the procedure date less than 30 days before the reserved date and submits a medical report as proof and immediately reserves a new date of operation. The deposit is forfeited if the client doesn't use 2 alternative dates.

If the client pays a deposit for a combined surgery and decides to undergo only one of the procedures on the day of the operation, half of the deposit for the unperformed procedure is forfeited.

The deposit can be used for the procedure within 1 year of its payment. After that, the deposit is forfeited.

Payment for the entire surgery must be made no later than on the day of the surgery, in cash or by card. In case of payment by card, please check the daily limit.

If the client wants to pay for the procedure by a bank transfer, he/she must ensure that the money is credited to the clinic's account no later than 1 day before the date of the operation.

By paying an advance invoice the client agrees to the cancellation conditions.