

Payment and Cancellation Policy

Deposit

- The deposit is required for binding reservation of the surgery date
- It serves to reserve the surgery date, medical and nursing team, and operating theatre with required equipment
- After confirmation of your interest, a deposit invoice with a 3-day payment deadline will be issued
- The surgery date is reserved until the end of this period
- The date becomes binding upon payment of the deposit
- If the deposit is not paid within the deadline, the date may be offered to other clients and its availability cannot be guaranteed
- If you need more time, please inform us and we will find a solution together

Standard Deposit Amount

- 700 € for procedures under local anaesthesia
- 1,500 € for procedures under general anaesthesia
- 2,000 € for combined procedures
- 3,000 € for Deep Plane Face Lift

Change of Surgery Date

- The surgery date may be cancelled free of charge up to 30 days before the planned procedure
- If the date is changed less than 30 days before surgery, the fee is 200 € for local anaesthesia and 300 € for general anaesthesia
- When changing the date less than 30 days before surgery, a new date must be booked simultaneously

Deposit Refund

The deposit will be refunded if:

- the cancellation is made no later than 30 days before the reserved surgery date
- cancellation is due to medical reasons confirmed by a medical report including contact details of the treating physician, and the condition represents a permanent contraindication to surgery
- the refund will be processed within 60 days from cancellation and delivery of required documentation

Forfeiture of Deposit

The deposit is forfeited in full if:

- cancellation occurs less than 30 days before the reserved date and no medical report is provided
- the client decides not to undergo surgery on the day of the procedure despite a positive medical recommendation
- on the day of surgery it is discovered that false or incomplete information was provided in the medical questionnaire, preventing safe performance of the procedure

The deposit covers costs associated with reserving the operating theatre, surgeon, nursing staff, prepared materials, implants, etc.

Retention of Deposit

- If cancellation occurs less than 30 days before the planned date and a medical report is provided and a new date is booked simultaneously, the deposit remains valid
- A maximum of 2 replacement dates may be used; after that, the deposit is forfeited

If a combined procedure is booked and only part of it is performed, the proportional part of the deposit corresponding to the unperformed procedure is forfeited.

The deposit may be used for a procedure within 1 year from the date of payment. After that, it is forfeited.

Final Payment

- The remaining balance must be paid no later than on the day of surgery, either in cash or by card
- When paying by card, please check your daily limit
- For bank transfer payments, the amount must be credited to the clinic's account no later than 1 day before the surgery date

By paying the deposit invoice, the client confirms that they have read and agree to these payment and cancellation conditions.