

## **TERMS AND CONDITIONS FOR RESCHEDULING OR CANCELLATION OF SURGERY**

Once you have attended a full consultation, you are strongly encouraged to use 14 days as a 'cooling off period' prior to booking your surgery. This is to ensure enough time for you to understand all the information provided and then reflect and support your decision-making. However, if you book a date for surgery within the 'cooling off period' and then subsequently cancel within 14 days from the original consultation, you will receive a full refund. Cancellation beyond this period renders you liable for costs (see below) for Mr Mattine in order to reschedule or cancel surgery.

A surgery agreement letter will be sent to you once you have decided to proceed with surgery. Please note, your booking is NOT confirmed until receipt of your signed agreement letter and payment of the deposit balance.

### **RESCHEDULING SURGERY**

All rescheduling will incur an administration charge of £500.

### **NOTIFICATION FOR RESCHEDULING SURGERY**

- If you wish to reschedule your procedure, then written notification only by email is required. Please note that no telephone communication by voice (including answerphone) or text is acceptable.
- Please note that thereafter we reserve the right to provide you with an up-to-date quotation for the surgery requested.

### **CANCELLING SURGERY**

Beyond the 14 days 'cooling off period', you will be liable for the following charges should you cancel surgery as stated below:

- All cancellations/rescheduling will incur an administration charge of £500.
- Cancellation/rescheduling of the booking within 30-14 working days of the surgery date will incur a charge of 50% of the full surgical fee.
- Cancellation/rescheduling of the booking within 14 days of the surgery date will incur a loss of the full surgical fee (100%).
- Cancellation must be made through speaking with my secretary in person or over the telephone. Emails, written cancellation, or voice messages are not accepted as they may not be received.

Exemption to these charges will be on a discretionary basis if there are unknown, unforeseen or new medical circumstances.

These charges do not include those which may also be incurred by the hospital.

## **RESCHEDULING AND THEN SUBSEQUENT CANCELLATION OF SURGERY BY THE PATIENT**

If you reschedule surgery (all in accordance with paragraph 2) and then subsequently cancel this surgery, you will be liable for 100% of the total cost of surgeon fee. This total is in addition to any rescheduling charges that you may have already incurred. These charges do not include those which may also be incurred by the hospital.

## **RESCHEDULING OR CANCELLING OF SURGERY BY THE SURGEON**

If for any reason less smoking, Mr Mattine cancels prior to surgery, and if the patient decides not to reschedule a future date, the patient will receive a full refund of **monies paid towards the surgeon's fees**. In no event will Mr Mattine will be liable only for any travel, accommodation, subsistence costs. Mr Mattine will not be liable for any other indirect or consequential loss – including earnings – that may have been incurred from cancelled surgery.

Patients are always strongly encouraged to consider a specific 'consequential loss' insurance policy in the unlikely event of this occurring.

## **SMOKERS - RESCHEDULING OR CANCELLING BY THE SURGEON FOR PATIENTS WHO HAVE NOT QUIT THE USE OF NICOTINE PRIORY TO SURGERY**

There is substantial medical evidence that shows the high level of health risks associated with nicotine use and surgery, especially wound healing. Mr Mattine will not perform major surgery on any patient who has been informed they need to stop smoking prior to surgery due to the risks of skin necrosis, wound healing problems and infections. If a patient continues to use nicotine under these circumstances, then he reserves the right to cancel at any point prior to surgery. This also includes the use of e-cigarettes (or vape) and any other products that contain nicotine (including gum and patches).

Should Mr Mattine cancel surgery because of nicotine use then the following administrative charges may be incurred for rescheduling an agreed date for surgery:

- All cancellations/rescheduling will incur an administration charge of £500.
- Cancellation/rescheduling of the booking within 30-14 working days of the surgery date will incur a charge of 50% of the full surgical fee.
- Cancellation/rescheduling of the booking within 14 days of the surgery date will incur a loss of the full surgical fee (100%).

The client will not be offered a new date for surgery without clear evidence that they have stopped smoking and/or the use of nicotine, and any administrative charges are settled.