



The Kaga Institute of Medicine & Aesthetics

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Cancellation & No-Show Policy for Internal Medicine

We work very hard to accommodate all of our patients, and while we understand that emergencies happen, we kindly ask for **48 hours notice** to cancel or reschedule your appointment. You will be billed \$50 for any cancellations made within 48 hours of your appointment or no-shows. A credit card is required to reschedule missed or canceled appointments and will be charged at the time the appointment is made and will applied towards your copay and/or deductible bill. No refunds will be issued. Thank you for your understanding as we try to maintain our schedule and accommodate patients that need to be seen.

Cancellation & No-Show Policy for Aesthetic Medicine

We work very hard to accommodate all our patients, and while we understand that emergencies happen, we kindly ask for **48 hours notice** to cancel or reschedule your appointment. If a **cancellation** is made within 48 hours of your scheduled aesthetic appointment or you failed to show for your scheduled appointment time, a **\$100 NON-REFUNDABLE charge** will be applied to your credit card.

Any future appointments will not be scheduled until this \$100 NON-REFUNDABLE fee is paid. Any future appointments will be canceled if this fee is not paid within 48 hours of your missed or canceled appointment. After a second cancellation or missed appointment payment of service must be rendered in full before appointment can be made. For prepaid packages or appointments without a financial obligation, a \$100 deposit must be made in order to schedule your appointment. This \$100 hold will be applied to services rendered the day of your appointment. If no services are rendered it will be refunded. **If you cancel your appointment within 48 hours or miss your appointment the \$100 will not be refunded and will serve as your cancellation fee.**

Refunds and Product Returns

Please note that we have a no refund policy for all services, packages and purchases. This includes partially used packages. Sessions used as part of a package are redeemed at full cost of the service, not the package price. Unopened and sealed products may be EXCHANGED within 14 days of purchase. No refunds will be made. Opened products or products with a broken package seal will not be eligible for exchange and are considered final sale.

Late Policy

If a patient is more than 15 minutes late for an appointment, the appointment may need to be rescheduled. You may be given the option to wait for another appointment time on the same day if one is available. We will try to accommodate late-comers as best as possible, but cannot compromise on the quality and timely care provided to our other patients. **New patients** are encouraged to print off new patient paperwork from the website and fill it out prior to coming in. Otherwise, new patients need to arrive at the office at least 15 minutes prior to the scheduled appointment to complete the paperwork.

Payments

All payments are due at the time of service. We accept cash as well as all major credit cards. For your convenience, we offer financing options with CareCredit. Unfortunately, we cannot grant ANY exceptions to this policy. We have a strict no refund policy and do not guarantee any results or satisfaction with any and all treatments. At The Kaga Institute, we truly appreciate your compliance and understanding with our policies so that we can continue to provide excellent medical care as well as excellent customer service.

By signing below, you acknowledge and agree to comply to the policies listed above and that you take full responsibility for any payments due and rendered.

PATIENT NAME	LAST:	FIRST:
PATIENT SIGNATURE		
DATE	/ / 2021	
WITNESS NAME	LAST:	FIRST:
WITNESS SIGNATURE		