



HOLLAND

PLASTIC SURGERY & AESTHETICS

General Practice Policies

Revised 1/1/2024

Holland Plastic Surgery & Aesthetics is self-pay for all products, services, and procedures. Our office is not responsible for denials of claims from your insurance provider and will not assist in any prior authorization requests.

- **Consultation Fees:** A consultation fee with Dr. Holland of \$250 or with Alison McNally, RN, BSN of \$150 will be collected at the time of consult. Aesthetic consultations performed by Dr. Holland's support staff are \$50 and are also due at the time of your consult. All consult fees will go towards the recommended service (not retail products) if you choose to move forward within 6 months from the date of the consultation. If you are an established patient consulting for new area(s) of concern, you will be required to pay the consultation fee. If you consulted 1+ year(s) prior and would like to come in for another consultation, you will be responsible for an additional consultation fee.
- **Office Visits/Injectable Treatments:** The entire fee amount will be collected at the time of service.
- **Treatment Packages:** Half of the total amount will be collected at time of booking to reserve your first treatment date. The full balance will be collected at the time of your first treatment. Packages of multiple treatments are recommended by our specialists to achieve the desired outcome requested at the consultation. If you choose not to move forward with all the treatments in your package, the discount associated with the package pricing will be forfeited.
- **In-Office Procedures (w/ Dr. Holland):** Half of the total amount will be collected at time of booking to reserve your desired procedure date. The full balance will be collected at the time of service. If you cancel less than 2 weeks prior to your scheduled procedure date, a \$500 cancellation fee will be charged. In addition to the cancellation fee, your consultation fee will be forfeited. If you reschedule less than 2 weeks prior to your scheduled procedure date, a \$250 rescheduling fee will be charged. These fees are in addition to the overall cost of your procedure and will not be refunded or applied to future treatments.
- **Surgery:** Half of the surgery amount will be collected prior to scheduling surgery and the full balance is due 2 weeks prior to your scheduled surgery date. *Please reference the provided quote for additional details regarding what is included in the surgical fees.*
 - If you cancel surgery 2-6 weeks prior to your surgery date, a \$750 cancellation fee will be charged. Should you cancel less than two weeks prior to your surgery, **the entire deposit is non-refundable.** If you reschedule your surgery 2-4 weeks prior to the scheduled date, a non-refundable re-scheduling fee of \$500 will be charged. These fees are **in addition to** the overall cost of your surgery and will not be refunded or applied to future services. If your procedure is not booked within 6 months, your \$250 consultation fee will be forfeited.

Refund Processing Fee

If you request a refund for such services paid by credit card, a non-refundable processing fee of 4% will be applied. This fee covers transaction costs. All refund requests will undergo a review process, subject to validation and approval by Holland Plastic Surgery. Refund processing fee applies to services over \$500 paid by credit card. The fee is non-refundable and will be deducted from the refund amount. Exceptions apply in cases where we are at fault for the service issue. This policy is in effect for all purchases made on or following 1/1/2024. The fee will be in addition to any applicable rescheduling/cancellation fees.

Bounced Check Policy

In the event of a bounced check due to insufficient funds, a fee of \$50 will be charged. You'll receive prompt notification regarding any bounced checks and associated fees. The outstanding balance, including the fee, must be cleared within 7 business days via cash or card payment. Personal checks will no longer be accepted by the practice for future services and/or purchases. Failure to clear the balance may lead to collection actions and/or discharge from the practice.

Product Return Policy

If you are not completely satisfied with a product for any reason, please contact our office within 30 days of the purchase date. If the item you receive is defective, you must contact us within 3 days of receipt to initiate a return. The reason for return (if not a defective product) must be due to a skin reaction. You will need to be evaluated by our specialists within 30 days of purchase to receive a full refund. All returns must be in the original packaging and are subject to validation and approval by Holland Plastic Surgery & Aesthetics. Returns that do not meet the return policy criteria will not qualify for a refund.

Appointment Cancellation/Re-Schedule/No Show Policy

Any time you are unable to keep your appointment, we require a call 24 hours in advance, so that we can use the appointment time for another patient. If you reschedule your appointment within the 24-hour timeframe, a \$150 fee will be required to re-book your appointment. The non-refundable \$150 fee will be credited towards your treatment cost upon your next appointment, provided a 24-hour notice for any subsequent changes is given. Failure to provide notice will lead to the fee being allocated towards the provider's time. It will be your responsibility to call the office with your credit card information to reschedule.

New Patients

After 3 times of cancelling, re-scheduling and/or no showing your initial consultation, you will no longer be able to re-schedule your appointment, even if you have provided more than a 24-hour notice. If you have paid a re-scheduling fee, it **will not** be refunded.

Current Patients

After cancelling 3 times, re-scheduling and/or no showing your appointment without a 24-notice, barring any unusual circumstances, the practice reserves the right to discharge you from the practice. Any rescheduling fees collected by the practice **will not** be refunded.

*Please note: Appointments must be rescheduled within the business week, so we are able to fill your appointment time. Example: If you have an appointment scheduled for Monday at 10:00am, you are required to alert us the previous Friday prior to 10:00am.

Satisfaction Policy

Although good results are expected, there is **NO GUARANTEE** as to the outcome of the procedure. Disappointment with the results can occur despite the best efforts of Dr. Holland. Disappointment may also occur even when the outcome matches expectations. During the first two weeks, it is normal to have some anxiety while experiencing bruising, swelling, and recovery. Our practice should be informed if disappointment and/or anxiety continue more than two weeks after a procedure.