

Clinic Terms and Conditions

1. Appointments & Cancellations

- Patients are encouraged to arrive 10–15 minutes before their scheduled appointment.
- If you are running late, please inform us as soon as possible. A delay of more than 15 minutes may result in rescheduling.
- We require at least **24 hours' notice** for appointment cancellations or rescheduling.
- Repeated no-shows or late cancellations may lead to a cancellation fee or restriction on future bookings.

2. Payments & Fees

- Full payment is due **at the time of service**, unless otherwise agreed.
- For treatment plans involving multiple visits (e.g., braces, implants), a payment schedule will be discussed and documented. And initial payment has to be **30% of the final bill**, unless approved by the management.
- Outstanding balances must be settled before additional services can be rendered.
- We accept [cash, credit/debit cards, insurance where applicable, authorized third-party payment options].
- The clinic will not be responsible for additional charges incurred by the payer should they wish to use payment options like Tabby or Tamara.

3. Insurance Claims

- If your treatment is covered by insurance, we will assist in providing the necessary documents for reimbursements.
- It is the patient's responsibility to understand their insurance coverage and limits.
- Any unpaid balance not covered by insurance remains the patient's responsibility.

4. Patient Confidentiality

- All personal and medical information is handled in strict accordance with data privacy laws.
- Your data will not be shared without your written consent unless required by law.

5. Treatment Consent

- Before starting any procedure, patients will be informed of the treatment plan, options, risks, and expected outcomes.
- A signed informed consent form is required for major procedures (e.g., surgeries, extractions, orthodontics).
- Patients have the right to refuse or seek a second opinion at any time.

6. Follow-Up & Aftercare

- Patients are expected to follow aftercare instructions provided by the clinician.
- Missed follow-up visits may affect treatment outcomes and are the responsibility of the patient.
- For post-treatment concerns, patients are encouraged to contact the clinic promptly.

7. Children & Minors

- Children under 18 must be accompanied by a parent or legal guardian.
- Consent for treatment must be provided by a responsible adult.

8. Clinic Rights

- The clinic reserves the right to refuse treatment if:
 - A patient is aggressive, abusive, or under the influence of substances.
 - There is a breach of clinic policies or non-compliance with treatment protocols.
- The clinic may adjust its services or terms at any time, with notice.

9. Warranty & Limitations

- Treatment warranties (e.g., for crowns, veneers, or orthodontic devices) will be honored as per written agreement at the start of treatment.
- Warranties may be void if patients do not comply with required maintenance visits, hygiene, or misuse the restorations/appliances.
- Packages (e.g laser hair removal) are valid within 2 years from the date of purchase.