

No-Show and Late Cancellation Policy

At **The Eram Clinic**, we dedicate significant time, expertise, and resources to providing our patients with exceptional dental and aesthetic care. To ensure availability for all patients and respect the time of our clinical team, we have established the following **No-Show and Late Cancellation Policy**.

This policy applies to **all appointments booked at our clinic**.

1. Appointment Confirmation

When an appointment is booked, the time is **reserved exclusively** for you. We send confirmation messages and reminders via SMS or email as a courtesy; however, the responsibility for attending the appointment remains with the patient.

2. Cancellations & Rescheduling

We kindly request that all cancellations or rescheduling requests be made **at least 48 hours prior to the scheduled appointment**.

- Cancellations and rescheduling requests may be made by telephone, SMS, or email. For **appointments scheduled on a Monday**, notice must be received **no later than 12:00 p.m. on the preceding Friday**.

Providing timely notice allows us to offer the appointment to another patient on our waiting list and ensures optimal scheduling for all patients.

3. Late Cancellations

A **Late Cancellation Fee** applies if an appointment is cancelled or rescheduled **after the notice periods defined in Section 2**.

a) Standard Appointments

(appointments up to 60 minutes with no pre-ordered materials)

Late Cancellation Fee: CHF 150 per appointment

b) Reserved Resource Appointments

(appointments involving extended duration, exclusive room or physician allocation, or pre-ordered materials)

Late Cancellation Fee: 50% of the booked appointment value, with a minimum charge of CHF 300.

This reflects the clinical time, resources, and materials reserved exclusively for the patient and the limited ability to reassign such appointments on short notice.

4. **No-Show Fee (Missed Appointment Without Notice)**

A **No-Show Fee** will apply if:

- the patient does not attend the scheduled appointment, **and**
- no cancellation is received before the appointment time.

No-Show Fee: 100% of the booked appointment value.

Booked appointment value refers to the price of the scheduled service as confirmed at the time of booking, including reserved clinical time, medical staff, room allocation, and any patient-specific materials or preparation. All treatments at The Eram Clinic have a minimum appointment value of CHF 150.

5. **Repeated No-Shows**

If a patient records **two or more No-Shows within a 12-month period**, The Eram Clinic reserves the right to:

- require prepayment for future appointments,
- limit access to prime appointment times, or
- decline further bookings.

These measures are intended to ensure fairness to other patients and allow efficient clinical planning.

6. **Exceptions**

We recognize that exceptional circumstances may arise.

Fees may be waived at the discretion of The Eram Clinic in cases of:

- sudden illness or medical emergency,
- serious family emergencies, or
- other objectively verifiable circumstances beyond the patient's control.

In cases of repeated cancellations or missed appointments attributed to such circumstances, The Eram Clinic may require appropriate supporting documentation for future fee waivers.

7. **Prepaid Treatments, Packages and Deposits**

a) Prepaid Aesthetic Treatment Packages

For prepaid aesthetic treatment packages (including but not limited to RF Microneedling, PRP, Polynucleotides, Skin Treatments, Laser Treatments, Injectables, and similar multi-session programs), a scheduled session that is cancelled late or missed without notice will be deducted from the package.

Where a scheduled appointment involves additional patient-specific materials, physician allocation, or resources not included in the original package, The Eram Clinic reserves the right to apply additional fees in accordance with this policy.

b) Complex Dental Treatments and Smile Make-Overs

For complex dental rehabilitations, Smile Make-Overs, full-mouth reconstructions, implant rehabilitations, or other treatments requiring substantial treatment planning, laboratory work, external providers, reserved clinical resources, or dedicated surgery dates, advance payments shall be considered treatment deposits.

In the event of cancellation by the patient, The Eram Clinic reserves the right to deduct all costs already incurred, including but not limited to:

- Treatment planning and clinical preparation
- Diagnostic work-up and case design
- Laboratory fees and manufactured restorations
- Surgical guides, models, wax-ups and patient-specific materials
- External specialist or anesthesiology fees
- Reserved operating room, physician, or clinical resources

Any remaining balance shall be refunded to the patient following reconciliation of all incurred costs.

Where treatment has been scheduled and dedicated resources have been reserved exclusively for the patient, cancellations occurring less than 14 days before the planned treatment date may result in additional cancellation charges reflecting the reserved resources and resulting loss of clinical capacity.

8. Agreement to the Policy

By booking an appointment at The Eram Clinic, patients acknowledge having read and accepted the terms of this No-Show and Late Cancellation Policy.

The policy is publicly available on our website, at reception, and in our booking confirmation communications.