

CARE ONCOLOGY INC., RESCHEDULING, CANCELLATION, AND REFUND POLICY

We understand there may be occasions when a booking must be rescheduled. However, the demand for services is high, and late changes prevent us from being able to reassign an appointment to another patient. Therefore, we kindly ask that you please provide no less than 48 hours' notice so that we may manage the clinic schedules efficiently and provide the best possible service to all our patients, at the lowest possible cost.

Rescheduling Policy

Appointments can be rescheduled with 48 hours' advance notice (normal business hours) free of charge.

Appointments rescheduled less than 48 hours prior to appointment, (normal business hours) will incur a **\$100 late fee**.

***We recognize there are times when extenuating circumstances will prevent you from rescheduling your appointment before the minimum time period; these are reviewed on a case-by-case basis.**

While Care Oncology will always strive to provide the best possible care for our patients with cancer, we acknowledge there are circumstances in which the requested services require change or interruption; to accommodate this while offsetting expenses already incurred, we have put the following cancellation and refund policy in place.

Cancellations and Refund Policy

A refund request made after medical records are received and reviewed by the clinical staff will incur a **\$350 admin fee**.

A refund request made after medical review and completion of lab tests will incur a **\$500 admin fee**.

Appointments cancelled with less than 48 hours' notice (normal business hours) are eligible for a **50% refund only**.

No refunds are issued once an appointment has taken place.

A signed and returned Patient Termination Letter is necessary prior to the processing of any refunds. Please allow 7-10 business days for refund processing after receipt of signed termination letter.

Business Office Hours

8:00 am to 5:00 pm EST Monday-Friday

Physicians and Nurse Practitioners are available after 5:00 pm EST and on Saturday and Sunday for **SCHEDULED APPOINTMENTS ONLY**.

The above policies are subject to the Terms of Service agreement and are subject to revision at the company's discretion. Revisions are posted on the website under the Scheduling and Refund Policy.