



Thames Valley Surgical Services

Minor Surgical Procedures - Experience, Quality and Safety

Minor Surgery Payment and Cancellation Policy

The fee given in your minor surgery quotation for your procedure at Thames Valley Surgical Services is **charged for the administration services, appointment time, procedure, and any sample processing and results as stated, not the procedure alone.**

The reason for the payment policy below is to avoid frequent chasing of payment for our administration staff and in turn keep prices for our procedures low.

Patients confirm and secure their appointment time by making a deposit payment of £150 at the time of, or within 7 days, of booking the appointment.

If a deposit **does not arrive within 7 day of booking** your appointment, your **appointment time will be cancelled** automatically and will be given to another patient.

The remaining payment is then due 3 weeks prior to your procedure. If this payment is not made prior to the 3 weeks, once again the appointment time will be cancelled and an administration charge of £25 retained.

**Please note:** Due to the nature of a surgical list and the individual medical needs of patients, your appointment times sometimes needs to be changed (sometimes last minute) to an earlier or later time the same day. **Please keep +/- 2 hours from the appointment time free.** If you cannot make an altered appointment time you are able to cancel free of charge.

Cancellation charges will be as follows:

- No claim for cancellation up to 1 week before the procedure
- £150 for cancellations or changes 1 week to 3 days before the procedure unless a replacement can be found.
- £150 for cancellations or changes less than 3 days before the procedure.

There is a £25 administration charge per reminder letter for payment. After 2 reminder letters we will hand over your details to a debt collection agency at an additional charge of £50 to you. This may adversely affect your credit rating.