



## **BOOKING 'TERMS AND CONDITIONS'**

### **MSM PRO DERMA Poly Clinic LLC ('PRO DERMA'):**

#### **Booking Appointment Terms & Conditions**

- At 'PRO DERMA', please contact us to book your appointment.
- To secure your appointment, a booking deposit is required. This booking deposit is non-refundable unless you cancel at least 24 hours before your scheduled appointment time.
- The booking deposit will be applied towards the cost of your procedure.
- To reschedule or cancel your appointment, please notify us at least 24 hours in advance to be eligible for a refund of your deposit.
- You are requested to be present at least 15 minutes before your appointment to complete the necessary paperwork. Please bring your Emirates ID if available.
- 'PRO DERMA' shall make every effort to honour an appointment. However, in the event of any unforeseen circumstances beyond our control, the appointment may be delayed or rescheduled. A new appointment date and/or time, shall be proposed, in accordance with the patient's convenience and subject to the availability of slot with the same specialist or a new specialist.

I CERTIFY THAT I HAVE READ AND FULLY UNDERSTOOD THE ABOVE CONSENT AND THAT THE EXPLANATIONS REFERRED TO WERE IN FACT MADE TO ME. I ALSO CERTIFY THAT I WAS GIVEN AN OPPORTUNITY TO ASK QUESTIONS AND ALL OF MY QUESTIONS HAVE BEEN SATISFACTORILY ANSWERED.

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