PROJECT SKIN MD

OTTAWA

Our Cancellation Policy

We strongly advise all our guests to arrive at least 10 minutes before your scheduled appointment time to allow for registration/check-in.

Changes and cancellations are accepted with 48 hours of notice on business days, Monday through Friday.

If your appointment falls on a Tuesday, please notify us by calling us or leaving us an email on the previous Friday before 12:00pm.

For rejuvenation treatments, hyperhidrosis, hair care and Belkyra, any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee equal to 50% of the cost of your treatment.

For consultations any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee of $78.75+hst.

For neuromodulators and cryotherapy treatments any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee of $250.00+hst.

For Injectable consultations with Dr. Michon, any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee of $250.00+hst.

Please note that the Injectable consultation fee with Dr Michon will go towards the cost of your Injectable treatment if you book your Injectable treatment (over $350.00+hst) within a 3-month period after your consultation. Modifications could apply at the discretion of the clinic.

For dermal filler treatments any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee of $350.00+tx per facial area.

For Coolsculpting treatments any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee of $100.00+tx per scheduled cycle.

For follow-up appointments any cancellations, changes, or no-shows within 48-hours of appointment are subject to a fee of $50.00+tx.

For all other treatments not mentioned above any cancellations, changes, or no-shows within 48-hours of appointment are subject to 50% of your scheduled treatment.

Prices and promotions may be subject to change without notice.

Please understand that when you make a reservation with us we have set aside that time specifically for you with your service provider and may have turned away other possible guests to hold that reservation for you. In the event that you fail to provide notice within the above parameters, the cancellation fee will be charged to the credit card given at the time of booking.

Out of respect for our clientele, if you arrive late for your appointment, it will end as scheduled so as not to delay the next guest.

We will make every effort to accommodate guests for their full appointment time but this may not always be possible.

*Please note that appointment times and length of treatments may vary.

If you are late for a scheduled appointment, our clinic policy offers you two options:

1. You may opt to shorten your treatment.
2. You may prefer to reschedule your appointment at a more convenient time, however, a cancellation charge will be incurred.

Please appreciate that we cannot adjust pricing for reduced service time due to late arrival.

*Please note that we require a valid credit card number for all clients in order to secure your booking. All cancellation, changes or no-show fees will be charged in full to the credit card number with which they were held. By scheduling an appointment, you are agreeing to our cancellation policy.

Refund Policy: No refunds on services, gift certificates or deposits. Please note that the consultation fee will go towards the cost of your treatment, if you book your treatment within one year of your consultation. Modifications could apply at the discretion of the clinic. For our Online Store refund policy please click here.

Given that most clinical conditions/concerns require a number of treatments in order to successfully treat them, we offer convenient and cost saving treatment packages to our patients. Please note that The Ottawa Skin Clinic does not privately offer financing therefore all treatments and treatment packages are required to be paid in full upon check out. Modifications or refunds on packages are not possible.