

Seline Clinic L.L.C - Payment Terms and Conditions

(Plastic Surgery)

Please read the following payment terms and conditions carefully. By scheduling an appointment, you agree to the terms outlined below.

1. Payment Methods

We accept the following methods of payment for services rendered:

- Credit/Debit Cards (Visa, MasterCard, American Express)
 - Cash
 - Bank Transfer (for large amounts)
 - Online Payments (via our patient portal)
 - Tamara/Tabby
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2. Deposit Requirement

- A **30%** deposit is required before treatment to secure your appointment and reserve time with the Plastic Surgeon.
 - This deposit is non-refundable under any circumstances.
 - Full payment must be made before the treatment is administered, unless prior arrangements have been made for payment plans.
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3. Diagnostic & Consultation Fees

- Any diagnostic tests or consultations are separate expenses and non-refundable, even if the procedure is not performed.
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4. Final Payment

- The remaining balance must be paid in full before the scheduled surgery date.
 - Failure to complete payment may result in appointment cancellation.
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5. Cancellations, No-Show, Refund Policy

- **Cancellation Notice:** We require a **24-hours notice** for cancellations or rescheduling of appointments.
 - **Late Cancellation Fee:** A **50%** of the total amount will be charged if you cancel or reschedule your appointment within less than 24 hours.
 - **No-Show Fee:** If you miss an appointment without prior notice, full amount of services/treatment availed will be charged to your account. **100%** no refund applicable.
 - **Late Arrival:** If you arrive more than 15 minutes late for an appointment, we may need to reschedule, and a **late cancellation fee** will apply.
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5. Refunds & Return Policy

- **Non-refundable Deposits:** Deposits for treatments or consultations are non-refundable, except under exceptional circumstances as determined by clinic management.
 - **Refunds for Used Services:** Once treatments/services and service packages have been availed (in part or in whole), they cannot be refunded, upgraded, downgraded or exchanged for another treatment/service or service package.
 - **Refunds for Unused Services:** If you purchase a package and decide not to continue, refunds for unused services will be granted only in cases where specific condition applies. There will be no refunds for cancellations post a registration, unless sufficiently provided evidence for – mistaken denominations, factual errors, inaccurate payment deductions, duplicate payments or any other instance where refund is agreed by management.
 - **Procedure Complications:** If complications arise from a procedure, please contact our clinic immediately. We will work with you to address the issue but cannot offer refunds for treatments that were completed as per the agreed-upon plan.
 - **Cancellation made by Seline Clinic:** In case the cancellation is initiated by Seline Clinic LLC due to any technical reason including but not limited to unavailability of a doctor at the scheduled time due to medical or operational reasons, the patient may receive a rescheduled appointment or a refund (excluding non-refundable diagnostic expenses)
 - To submit a refund request, please send an email to service@seline.ae
 - Refunds will be processed within 10-15 working days after the date of submission
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9. Promotions

- **Promotions:** Promotional offers are for a limited time only and are subject to availability.
- Seline Clinic LLC reserves the right to end a promotional offer or amend pricing at any time without prior notification or advertisement.
- Promotions or offers may have other terms and conditions not listed in website, brochure or from any of its social media platforms. Please review the specific terms and conditions for promotions or offers before proceeding.

10. Privacy & Confidentiality

- We will not share your payment information with third parties unless required by law.
 - Your medical records and payment history will remain confidential and handled according to our **Privacy Policy**.
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11. By Booking an Appointment, You Agree To

- Comply with the terms outlined in this document.
 - Ensure that all payments are made on time and in full for services rendered.
 - Understand that failure to adhere to our payment policies may result in the cancellation of future appointments or treatment plans.
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Contact Information:

Seline Clinic L.L.C

Address: 623 Jumeirah St - Umm Suqeim - Umm Suqeim 1 - Dubai

Phone/Mobile: 800 735463 / +971 54 200 2152

Email: info@seline.ae

Website: <https://seline.ae/en>

DECLARATION & UNDERTAKING

I declare that I have read and accept **Seline Clinic LLC's** payment terms & conditions.

Patient Name: _____ **Signature:** _____

Date: _____