

Cancellation & No-Show Policy

Effective Date: August 05, 2025

At Amega Prestige Health, we value your time and are committed to providing reliable, professional mobile phlebotomy services. To ensure fairness and availability for all clients, we have established the following cancellation and no-show policy.

1. Appointment Cancellations

Notice Requirement: Cancellations must be made at least 24 hours in advance of your scheduled appointment.

How to Cancel: You may cancel by calling 689-254-4873, texting 689-254-4873, or emailing support@amegaprestigehealth.com

Late Cancellations: If you cancel with less than 24 hours' notice, a cancellation fee of \$50 will be charged.

2. No-Show Policy

If you do not show up for your scheduled appointment without prior notice, you will be considered a no-show.

No-shows will be charged the full service fee.

3. Rescheduling

You may reschedule your appointment once without penalty if notice is given at least 24 hours in advance.

Repeated rescheduling (more than twice in a row) may require a non-refundable deposit to hold future appointments.

4. Exceptions

We understand emergencies happen. Exceptions may be made for:

Verified medical emergencies.

Hospitalizations.

Severe weather or unsafe travel conditions.

Exceptions are granted at our discretion.

5. Deposits

For certain services, a non-refundable deposit of \$50 may be required at booking. Deposits will be applied to your balance but are forfeited if you cancel without proper notice or do not show.

6. Acknowledgment

By scheduling services with [Your Business Name], you acknowledge and agree to this Cancellation & No-Show Policy.

Implementation Notes for You:

Online booking form: add a checkbox "I agree to the Cancellation & No-Show Policy."

Payment system: requires a deposit (or card on file) to enforce this.

Suggested structure:

Routine services = 24-hr cancellation notice.

Specialty/lab send-out services = 48-hr cancellation notice (because you may already prep supplies/lab orders).