

# Cancellation Policy for Reservations

## ○ *(Excerpt from the Internal Regulations)*

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- In the event of a late cancellation of an appointment not covered by public health insurance (less than 48 hours in advance), a fee of 50% of the ordered service price will be charged.
- If the cancellation is made less than 24 hours in advance or the client fails to attend the scheduled appointment not covered by public health insurance, a fee of 100% of the ordered service price will be charged.
- In the case of a late cancellation or no-show for an appointment covered by public health insurance in the urology department (less than 24 hours in advance), a cancellation fee of 500 CZK will be charged.
- For surgical procedure reservations, UM reserves the right to collect a 50% deposit of the pre-agreed procedure price.
- The costs of unused preparation of staff, instruments, and operating room capacity are offset against the paid deposit as follows:
  - Cancellation less than 7 days before the procedure: 100% – the client will be invoiced for 100% of the paid deposit, no refund will be given.
  - Cancellation more than 7 days before the procedure: 0% – the full deposit will be refunded to the client.