



Scheduling Policy:

Thank you for choosing Cleveland Clinic Abu Dhabi as your healthcare provider. We are excited by your interest in our Executive Health Program.

Before your scheduled visit, please carefully review the following information, as it outlines key terms regarding appointment rescheduling and payment - **both prior to and following your scheduled visit**. Your payment will serve as confirmation of your understanding and acceptance of these terms.

❑ To secure an appointment slot, full pre-payment of the selected Executive Health Program is required in advance.

❑ This payment covers only the services included in your selected package. (Please note that some services may be modified or excluded based on your age or clinical needs)

❑ A secure payment link will be provided. **Payment must be completed within 72 hours of receiving the link**. Failure to do so will result in the release of your reserved slot. Should this occur, it will be your responsibility to contact us to inquire about availability.

❑ Requested same day appointment add on services:

- Slot/service cannot be guaranteed.
- A financial counsellor will approach the patient to sign the estimated cost prior to scheduling.
- Payment will be made via cash, credit card, or online at the conclusion of the Executive Health Day.

Cancellation/Rescheduling policy:

You will only be given **one** opportunity to reschedule your appointment, regardless of the reason. Your original payment will be applied to the new appointment, which must be scheduled to take place within four (4) weeks of the original appointment date.

Cancellations made more than three (3) business days in advance are eligible for a full refund.

Cancellations made within three (3) business days of the appointment will be refunded, minus a cancellation fee of AED 2,000.

No-shows or same-day cancellations are not eligible for a refund; the full payment will be charged.