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Empire Clinic Cancellation Policy

Empire Clinic requires **48 hours' notice** to reschedule or cancel all appointments. This policy has been implemented due to a high number of clients failing to notify us with sufficient time. All appointment slots throughout our clinics are in high demand.

For **orthodontic treatments**, we kindly request that you contact us **at least 5 days in advance** if you need to cancel or reschedule your appointment, due to the high demand for these services.

Booking Deposits are required for all orthodontic treatments and bonding veneers. If a client fails to attend two appointments within a 6-month period, a minimum deposit of **50 euros** will be required to secure further appointments. This deposit will be credited towards the treatment. Payment can be made in cash at the clinic or by credit/debit card over the phone. The deposit will be refunded if more than 48 hours' notice is given when cancelling the appointment.

Refund Policy

- Treatments/services are **not transferable** to other individuals.
- We require **at least 48 hours' notice** for any appointment cancellations, except for **bonding veneers** and **orthodontic treatments**, which require **5 days' notice** due to high demand.
- For **pre-paid treatments**, the full cost of the treatment will be forfeited if the appointment is cancelled.