

# Appointment Reminder

## Cancellation Policy & Late Cancellation Fee

Dear Patient,

If you are unable to attend your scheduled treatment, we kindly ask you to cancel your appointment in good time. Otherwise, we will be forced to charge you a cancellation fee<sup>1</sup> in accordance with the terms outlined below:

1. An individual treatment appointment was scheduled and reserved specifically for you.
2. You did not attend the appointment and did not cancel it in good time (i.e. at least 48 hours before the scheduled start of treatment).
3. During the time reserved for your appointment, our outpatient clinic had no other opportunity to generate income; in particular, we were unable to treat any other patients during this time.
4. Any savings resulting from the treatment not taking place have already been taken into account in the requested fee of € 140 plus VAT.<sup>2</sup>

We kindly ask for your understanding.

Sincerely,

Dialyse-Ambulatorium GesmbH

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Managing Partner

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<sup>1</sup> Continued entitlement to remuneration in accordance with Section 1168 of the Austrian Civil Code (ABGB).

<sup>2</sup> The burden of proof in this regard rests with the patient.