

Laser Eye Surgery Cancellation Policy

OpticalExpress

| When you cancel | Refund |
|---|---|
| Within 3 days of booking the surgery | 100% refund. We will refund all money you have paid within 28 working days of the cancellation. |
| More than 3 days after booking the surgery, but up to 7 days before your pre-surgery clinician discussion | We will keep £250 from any amount you have paid and refund the rest to you within 28 working days of the cancellation. |
| Within 2 days of attending your pre-surgery clinician discussion | We will keep £250 from any amount you have paid and refund the rest to you within 28 working days of the cancellation. |
| More than 2 days after your pre-surgery clinician discussion | We will keep the minimum deposit of up to £500 and refund the rest of any amounts you have paid within 28 working days of the cancellation. |

| When we cancel | Refund |
|---|---|
| If we have to cancel your treatment and cannot offer you another date within 12 months in either the clinic of your choice or a different Optical Express clinic. | 100% refund. We will refund all money you have paid within 28 working days of the cancellation. |
| If you have not paid the balance of your treatment 7 days before the date it is scheduled to take place, we will cancel your treatment. | <p>We will keep the minimum deposit of up to £500 and refund the rest of any amounts you have paid within 28 working days of the cancellation.</p> <p>The minimum deposit of up to £500 can be used toward the booking of a new date for your treatment if this date is within 3 months of the date that had initially been booked for this treatment.</p> <p>The minimum deposit of up to £500 can be used towards one rebooking only and cannot be transferred to the booking of a different patient.</p> |