

Deposit, Refund, & Cancellation Policy

Certified Bariatric Surgeons (CBS) posts its deposit, refund, and cancellation policy that is documented on the Health Questionnaire (HQ) and the Consent Form. This policy applies to all surgeons and surgery types at MBC. If you have any questions regarding these policies, please contact your patient coordinator.

Deposit and Booking Surgery:

Security Deposit: A minimum of \$500 USD security deposit is due at the time of scheduling the surgery to secure your date.

Remaining Balance Deposit: Sixteen (16) days prior to surgery, the client needs to pay the entire remaining balance of the surgery. Patients are required to have a zero balance prior to travel to Mexico. If canceling or postponing the surgery the remaining balance deposit will be governed by our refund and cancellation policy (found below).

Refunds and Cancellation Policy: Security Deposit & Remaining Balance Deposit

Due to the preparation costs, (i.e., hotel reservations, booking time and hospital room, scheduling transportation, scheduling of hospital staff, supplies ordered based on surgery schedule, etc.), all refunds will be handled based on the following criteria:

If surgery is CANCELLED due to a medical condition discovered during the pre-operative period or if it is determined that the operation cannot proceed due to safety reasons, a full refund of the security deposit will be provided minus any costs incurred by Certified Bariatric Surgeons, including but not limited to transportation, hotel accommodations, pre-op test(s), Cardiologist Fees.

If the client cancels the surgery, for any reason, less than 30 days before the ORIGINAL surgery date, this will result in the loss of the entire amount of the security deposit all rules and policies apply to the original scheduled time.

If the client cancels the surgery with 31 to 45 days before the ORIGINAL surgery date then a 60% refund of the security deposit will be provided minus any costs incurred by Certified Bariatric Surgeons, including but not limited to transportation, hotel accommodations, pre-op test(s).

If surgery is canceled because the patient failed to follow the pre-operative instructions given by the medical staff this will result in the loss of the entire amount of the security deposit and remaining balance deposit.

If surgery is rescheduled, all cancellation rules and policies apply to the ORIGINAL scheduled date.

All cancellations must be received by Certified Bariatric Surgeons in writing, via email

Please allow 6 to 8 weeks for processing refunds.

In the event that collections are necessary, the cost/fees incurred (Certified Bariatric Surgeons) will be applied to your balance owed.