



Crossroads Medical Centre  
75-1028 Henry St., Suite 200  
Kailua-Kona, HI 96740  
(808) 329-EYES (3937)  
(808) 329-0633 FAX  
psutton@eyelandwellness.com  
[www.eyelandwellness.com](http://www.eyelandwellness.com)

## **EYELAND WELLNESS TERMS OF SERVICE**

Effective Date: January 10, 2025

Welcome to Eyeland Wellness! We appreciate your trust in our services. Please read the following Terms of Service carefully before using our website, booking appointments, or engaging with our services. By accessing our services, you agree to be bound by these terms.

### **GENERAL INFORMATION**

Eyeland Wellness is a full ophthalmology eye clinic providing comprehensive eye care, including eye surgeries, in accordance with Hawaii state regulations. Our services include but are not limited to comprehensive eye exams, glaucoma, cataract treatment, vision correction, aesthetic treatments, and other advanced ophthalmology services and surgeries. Our ophthalmologist is a certified board-licensed MD specializing in eye health and surgery, ensuring the highest level of medical expertise in all procedures.

### **MEDICAL DISCLAIMER**

The content on our website is for information purposes only and does not replace professional medical advice, diagnosis, or treatment. All ophthalmology services are performed by a board-certified licensed and registered ophthalmologist, adhering to the highest standards of medical care. Our holistic wellness services complement but do not replace traditional medical treatments. Always consult a qualified healthcare professional for personalizing beauty care. In case of a medical eye emergency, contact our local emergency services after-hours number immediately at (800) 360-2575.

### **APPOINTMENTS AND CANCELLATION POLICY**

- Scheduling: Appointments can be scheduled by phone, or in person.
- Late Arrivals: If you arrive more than 15 minutes late, we may need to reschedule your appointment.
- Cancellations: We require at least 24 hours' notice for cancellations or rescheduling to avoid a cancellation fee.
- No-Show Policy: Patients who fail to attend without prior notice may be subject to a no-show fee.

### **PAYMENT AND BILLING**

- Accepted Payments: We accept cash, credit/debit cards, and certain insurance plans. Patients are responsible for verifying insurance coverage prior to their appointment.
- Co-Payments & Deductibles: Due at the time of service.
- Refunds: All sales are final for aesthetic services and retail products. Refunds for medical services are evaluated case-by-case.



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## **PRIVACY POLICY & DATA SECURITY**

- HIPAA Compliance: Your personal and medical information is protected under HIPAA and will not be shared without your consent.
- Website & Data Use: We collect basic personal information for appointment scheduling and service improvements. See our Privacy Policy for more details.

## **AESTHETIC SERVICES DISCLAIMER**

- Results May Vary: Aesthetic procedures do not guarantee specific outcomes.
- Contraindications: Patients with certain medical conditions may not be eligible for some treatments. A consultation is required.
- Consent Forms: All patients must sign consent forms before undergoing any aesthetic treatments.

## **LIABILITY WAIVER**

- Assumption of Risk: By using our services, you acknowledge potential risks associated with medical and aesthetic procedures.
- Release of Claims: You release Eyeland Wellness, its practitioners, and staff from liability except in cases of gross negligence.

## **DISPUTE RESOLUTION**

- Governing Law: These terms are governed by the laws of the State of Hawaii.
- Mediation & Arbitration: Any disputes will first be attempted to be resolved through mediation. If unresolved, binding arbitration will apply.

## **CHANGES TO TERMS**

We reserve the right to update these Terms of Service at any time. Continued use of our services constitutes acceptance of any modifications.

## **CONTACT US**

If you have any questions, contact us at:

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Thank you for choosing Eyeland Wellness!