

Cancellation Fee Agreement

(Standby fee under § 1168(1) Austrian Civil Code)

Practice	Die KJP Praxis in der Blütenstraße Dr. med. Daniel Stadler · Blütenstraße 15 · 4040 Linz · Austria
Patient	Name: _____ Date of birth: _____
Represented by (parent / legal guardian)	Name: _____

1. Reservation of appointments

Appointments are reserved exclusively; during this time the practice keeps treatment capacity available solely for this appointment. A longer period is reserved for the first appointment (initial consultation or initial assessment).

2. Confirmation of appointments

An appointment is only confirmed as binding once this agreement has been signed and returned to the practice (scan or photo by e-mail to praxis@kjp-drstadler.at, or the original). If the signed agreement is not received within 7 days of the appointment being given, and in any case no later than 72 hours before the appointment, the appointment may be given to someone else without further notice. For minors, a parent or legal guardian signs.

3. Cancellation

Appointments can be cancelled or rescheduled free of charge up to 48 hours before the agreed time. Cancellations are only possible by e-mail to praxis@kjp-drstadler.at; cancellations by phone or by any other means do not meet the deadline. The time at which the e-mail is received (time stamp) is decisive.

4. Cancellation fee

If an appointment is cancelled less than 48 hours in advance or not attended, a standby fee is charged under § 1168(1) Austrian Civil Code (ABGB), namely

a) for the first appointment (initial consultation or initial assessment): EUR 150

b) for each follow-up appointment: EUR 100

The cancellation fee is expressly also charged for a first appointment that is not cancelled or not cancelled in time. The amount is based on the treatment time reserved in each case.

5. Non-attendance at the first appointment

If the first appointment is missed without cancellation and without a reason, and no reason is received within 48 hours afterwards, the cancellation fee under point 4a is charged and no further appointment will be arranged; treatment at this practice will not take place in this case. The exclusion of further appointments applies only to the first appointment, not to follow-up appointments. The duty to provide medical assistance in urgent cases remains unaffected.

6. Waiver of the fee

The cancellation fee does not apply if

a) the appointment can be given to someone else at short notice, or

b) the cancellation or non-attendance is due to an unavoidable, unforeseeable event (e.g. acute illness, accident); this must be substantiated on request.

7. Payment

The cancellation fee is not a benefit of statutory health insurance and is not reimbursed by it. It is payable privately within 14 days of invoicing.

8. Validity

This agreement applies from signature for the first appointment and all future appointments until revoked in writing by either party.

9. Severability

Should individual provisions be invalid, the validity of the remaining provisions shall remain unaffected.

Linz, date _____

Patient / parent or legal guardian

Dr. med. Daniel Stadler

This is a translation of the German agreement „Vereinbarung über ein Ausfallhonorar“; in case of doubt, the German version applies.