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The INSTITUTE is headed by Dr. Federico Hernández Alfaro, a graduate in medicine and surgery, and in Dentistry, collegiate number 25265 of the Official College of Physicians of Barcelona.

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If the patient does not complete the payment of 50% of the value of the visit within 3 days after booking his visit, the patient's reservation will be canceled.

The price of the visit cannot be modified between the date of the reservation and the date of online consultation.

**Refund in case of cancellation by the patient**

→ If the cancellation occurs less than 7 calendar days before the visit, there will be no refund.
→ If the cancellation occurs more than 7 calendar days before the visit, the patient is entitled to a refund of the 80% of the amount paid.

**Reimbursement in case of delay by the doctor**

→ If the doctor is up to 1 hour late, the patient should wait for it. If he chooses not to, he has no right to refund
→ If the doctor has a delay of more than 1 hour, the patient can request a refund of 100% of the amount paid, which will be done directly at the clinic.

In case of change of specialty of the visit, the difference in price will be paid at the clinic.