



TERMS & POLICY

Thank you for choosing MKH for your post-operative care and stay. At MKH, we strive to provide our clientele with the utmost compassion and care with a personalized concierge experience with a mama's touch. **We are NOT A LICENSED ALF (ASSISTANT LIVING FACILITY).** We are here to aid our guest after a cosmetic surgical procedure as a mama would her child. We understand that many of our guests have traveled far from home, so it is our priority to create a family atmosphere. Everyone is welcomed to Momma Kim's House!

The information provided below will explain the terms and conditions of your stay. MKH's mission statement is to provide a safe, healthy, professional, and calming environment for our guest during your recovery period. We would like to thank you for choosing Momma Kim's House.

DEPOSIT & PAYMENT

Deposits required to be in our facility care are to be considered non-refundable with the condition of possible 100% return in the event of Medical Cancellation or Natural Disaster. If you decide to cancel your reservation for any other reason, we reserve the right to remand your deposit under these terms and conditions. We will offer each guest the ability to reschedule their reservation for a period of 12 months. After that time has passed, deposit will be remanded and new reservation with deposit must be made to book your future stay. A **\$250.00** deposit is required to book all reservations with MKH. Deposits may be increased for multiple guests or private accommodations as these Rooms book quickly and far in advance. **All remaining balances for your stay will be due 7 days prior to arrival.** Payments may be submitted on your stay prior to your arrival via Zelle or Cash app. Account information for transfers or cash deposits is available upon request. Failure to pay your balance in full 7 days prior to arrival will result in cancellation of your reservation and remand of your deposit for reservation. **All payments are non-refundable.** If you chose to stay at a location other than the MKH residence prior to your scheduled arrival date/surgery, it is your responsibility to arrange transportation to the Clinic for Surgery and transportation from the airport to your hotel. **MKH provides the following transportation: Pre-op pick up, surgery pick up, prescription filling, 1 post op appointment and Miami International airport drop off.** Airport transportation times are as follows

Monday-Sunday: 6 am – 8 pm only any airport transportation outside of the allotted time is the client's responsibility. MKH does not provide pre-operative transportation. Medical supplies included such as poise pads, gauze and 24 Mothers Care.

RESERVATION PRE-OPERATIVE CHECK IN

On the day of your check out, we will be providing transportation to the airport. Your stay package includes your accommodations, and basic medical supplies. Please bring supplies required and suggested by your surgeon and for your specific procedure. Garment and robe wash only, medication pick up, 24 care in facility, MKH has reserved the contracted space and denied access to potential guests. This includes the following circumstances for cancellation: Procedure has been canceled due to medical reasons or failure to provide true and correct information. In the event you are hospitalized or have a medical emergency a refund for the balance of their stay will be given. If you decide to leave early you will **not be refunded**. Packages are all inclusive and cannot be itemized or billed separately. Private duty nursing care is available upon request at a fee of \$55.00 per hour. A minimum of 4 hours is required when booking a private duty nurse. MKH offers in-house body contouring services, in the event you would like to use an outside therapist does require the vendor to provide Identification and License information. In the event they cannot be verified access to the facility will be denied. Clients understand that MKH staff is on call 24 hours a day the entire stay. MKH agrees to maintain liability insurance. Clients may request additional information regarding staff to client ratio by contacting our booking department at 786-535-6979 If you would like to contract a private nurse to assist, please notify management and a private nurse will be arranged for you. Payment for Private duty services is due in full prior to the start of care.

MEDICATION

If you decided to consume medication that was not prescribed by your surgical physician, **we are not held responsible for what occurs**. We are responsible for calling medical emergency (911) or transportation to the closest emergency room.

BATHROOMS

Please be mindful that employees and other guests will be present during your stay, if you book a private room and other restrooms are occupied, they are allowed to use the private restroom.

BATHROOM INSTRUCTIONS

The first 24 hours after surgery, you are not allowed to go to the bathroom unescorted. **If you decide to go on your own and something occurs, we are not responsible**. We will contact medical emergency (911) or transport you to the emergency room.

HOURS

Laundry will be closed at 6:00 pm. We will only be washing faja, compression socks, and robes.

ITEMS TO BRING

- Bed pads
- Pull-Up's (BBL)
- Tylenol PM
- Tylenol Muscle
- Personal Hygiene Items
 - -deodorant
 - -lotion
 - -toothpaste/toothbrush
- Discharge outfit
- Blood Pressure Medication
- Vitamins
- Floradix
- Beets Powder
- Arnica Gel/Tea
- 2 pairs of compression socks
- Carry-on bag (only)

Please make sure to purchase your items prior to your surgery!

OTHER RULES

Here at MKH you will be served 3 meals a day: breakfast, lunch, dinner, and snacks such as yogurts, granola bars, fruits, chips, juice, etc. We will be serving meals, if you prefer something else you have the option to order from Uber Eats, Door Dash, etc.

None of the care assistants are not allowed to touch any of your private areas, they can guide you. We will assist you and observe to ensure you are safe.

Shared Room/ Bathroom With 1 Other: (3-Day Stay Min.)

Shared rooms with 1 other / Shared bathroom: 3 days stay minimum. This package includes: transportation from pre op, day of surgery, 1 post op, medical supplies gauze, poise pads, 24 care in facility care, medication pick up, and an in-house robe (must remain at the MKH residence).

\$250.00 Per Night

Deluxe Room: Full Size Bed's Shared with 1 person (per bed) / Private Bathroom

Include transportation from pre op, day of surgery, 1 post op, medical supplies gauze, poise pads, 24 care in facility care, medication pick up, an in-house robe (must remain at the MKH residence).

\$350.00 Per night Per Patient

CLIENT DISCLAIMER

MKH would like our clients to understand that each post-surgical experience is different, and each person's recovery is different. Some may require more care than others. We encourage our clients to carefully research the position of care we are extending. All care provided by MKH Care is to be considered non-medical post-surgical aftercare. **We are NOT A LICENSE ALF.** We are here to aid you with your recovery. We design our care packages to a client's individual necessity. Please speak to your surgeon or coordinator to verify what type of aftercare is right for you. We also encourage each care recipient to follow the instructions or their surgeon strategically, we are not responsible for any postoperative incidences that may occur (i.e.: medication availability from pharmacy, infection, surgical results, post-operative massages not provided by our staff, etc.) We are here for the sole purpose to aid you in your critical recovery hours. We intend to provide the best services possible during your stay and agree to only offer professionally trained caregivers. Client agrees that MKH Care Services is not liable for any post-surgical procedure or the effects of improper aftercare from surgical centers. **Client understands that we in no way endorse or take responsibility for any surgical procedures provided by any surgeon in this area. If you leave the facility at any time and require care, private services may be obtained by purchasing.**

RESTRICTIVE COVENANTS

Any and all types of wipes (baby wipes, Lysol, Clorox, Cottenelle) flushable are banned from the facility. If you are caught flushing wipes or sanitary pads, you will be charged a \$250.00 plumbing fee and your stay will be restricted and terminated. **MKH Care has a zero-tolerance policy for any type of negative actions or violence towards staff and/or other guests staying in our facility. Because all is welcome. If you are caught being disrespectful, rude or violent toward another guest/staff your stay will be terminated, and refund terms may be revoked. Please respect the privacy of other guests while staying in our recovery stay.**

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