

CANCELLATION POLICY

We make every attempt to confirm your appointment with us. You will receive a confirmation text and/or email message 10 days before your appointment. If your appointment remains unconfirmed, you will receive a phone call the week before your appointment, followed by a text and/or email message at five business days prior, requesting that you confirm your appointment with a reminder of our cancellation policy. If left unconfirmed, your appointment may be forfeited and a fee assessed to your account. If you do not confirm your appointment, we will assume that you no longer want to keep the appointment and it will be offered to other patients.

Please be advised of the following regarding our rescheduling and cancellation policy:

- For appointments, such as exams, cleanings, re-evaluations and post-ops: if you are unable to keep your appointment, **notice of at least two business days is required** or you will be assessed a **\$100 late cancellation fee**.
- For treatment appointments, such as implants, tissue grafts and other surgical procedures: if you are unable to keep your appointment, **notice of at least three business days is required** or you will be assessed a late cancellation fee of **\$100 or 10% of the planned treatment fee (whichever is greater)**.

For treatment appointments with sedation: These visits require coordination of your schedule, the office schedule, and the anesthesiologist's schedule. Sedation visits also require large blocks of time to be set aside specifically for you. For these reasons, a \$500, non-refundable deposit is required at the time you schedule your appointment. Anesthesia will also contact you to collect their anesthesia deposit, which is separate from the surgery deposit.

- **Should you cancel your appointment, the \$500 surgery deposit will not be refunded.**
- Should you need to reschedule your appointment, you must reschedule a minimum of two weeks prior to your appointment. You may reschedule your visit one time without forfeiting your deposit. The rescheduling must occur right away, not at a later date.
- Should you need to reschedule a second time, you would forfeit your deposit, and a new non-refundable deposit will be required to reschedule.

Thank you for scheduling on a date to which you can commit. We look forward to working together toward improved dental health.

Signature of Patient and/or Guardian

Date