

## **Appointment Cancellation, No Show & Rescheduling Policy**

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 24 hours in advance.

We want to be available for your needs and the needs of all our patients. When a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen. We will enforce a policy of charging for no-show appointments, and those appointments not cancelled within 24 hours. There will be a fee of \$100.00 assessed if we do not receive a call 24 hours prior to cancel and/or reschedule an appointment, or if you fail to show for your scheduled appointment. A one-time 'forgiveness' may be granted upon management approval; if granted, the \$100 fee may be applied to an in office purchase of products only.

Gift certificates and/or voucher purchase appointments which are cancelled, fail to show or rescheduled in less than 24 hours of scheduled appointment, the certificate and/or voucher are subject to forfeiture.

Thank you for being a valued patient; we appreciate your understanding and cooperation with this policy. This policy will enable us to open otherwise unused appointments to better serve the needs of all patients.