

Cancellation Policy

We cannot take care of you and your oral health needs if you do not show up for your appointment.

An appointment is an agreement between you and our office that we will save a time slot for you to receive dental treatment. It is your way of reserving a time with our office so we can address your specific dental need, whether it's a tooth cleaning, a filling, or another dental issue. It is a normal part of dental office functions to make appointments and expect patients to keep the appointment times we both agreed upon.

Our business cannot function smoothly and run efficiently if appointment times are not kept, which may result in higher fees and longer wait times. We do not double book. Your reserved time is for you alone and no one else. When an appointment time is not honored, it results in idle time for the staff, but more importantly, this may have been a time another patient who would have shown up could have used.

So missing appointments has a ripple effect with many people.

Like many businesses that depend on appointments being honored (hair salons, OB/GYN, physician's offices, CPAs, attorneys, etc), **we will charge for missed appointments, and repeat offenders may be dismissed from the practice.** We understand that from time to time, unexpected events out of your control may prevent you from keeping your appointment time. Otherwise, we ask that you thoughtfully and carefully choose your appointment time and honor it.

We require 48 business hours notice for any change to your appointment time.

Thank you for your support and understanding our efforts to provide all of our patients the best dental care available!