



Cancellation Policy

We understand that interruptions to our schedules occur every day. We know that everyone is subject to issues with family, health, weather, and other emergencies; however, our chair time is scheduled with your oral health needs in mind, and it is a challenge to fill a seat with someone in need with a last minute cancellation.

Our team makes every effort to make your time at our office pleasant and productive. We take pride in the fact that our appointments are efficient and that you are not subject to lengthy waits in our reception area. We try to make appointments that will accommodate multiple family members as well, and provide services that are in your best interest for both comfort and convenience.

All appointments, when made, have a specific date, time of day, and length of stay in order to best serve you. We also attempt to remind you several times via text or phone call of the appointment that you made to make sure it is still a suitable time.

- 1. If you are not able to make your scheduled appointment, we require notification at least 48 business hours prior to the appointment.**
- 2. If a family is scheduled together and appointments are not canceled within a timely manner, that family will not be able to be scheduled together again.**
- 3. If we do not receive 48 business hours notice, a \$100 cancellation fee will be added to your account and it is not covered by any insurance plans. (This fee will be \$200 for larger procedures.)**
- 4. If you do not notify us in a timely manner, you may not be able to reschedule the appointment and may be dismissed from our office.**

You acknowledge your understanding of our cancellation policy. This notice is subject to change. Please visit our website, www.wolteradc.com, for up to date policies. We thank you for your cooperation and look forward to providing you with exceptional dental care.