

BROKEN APPOINTMENT POLICY

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Broken Appointment Policy will go into effect December 1st, 2025.

When you schedule time with us, PLEASE make every attempt to make it to your appointment, as this time is set aside specifically for you. Prior to your dental appointment you will receive a text message or phone call to confirm your appointment. Please be advised, we have a 48-HOUR cancelation policy. If you need to change or reschedule your appointment day and/or time, please provide at least 48 hours' notice so that we can fill this time with other patients who are waiting for treatment. **Canceling without notice, failing to show up for your appointment or arriving excessively late and treatment cannot be completed as planned, we will recover our lost opportunity and associated costs for having our staff stand by with a Broken Appointment Fee (\$100.00).**

We will charge the broken appointment fee for the FIRST missed appointment. If you have THREE broken appointments, we reserve the right to dismiss you as a patient and ask that you seek treatment at another dental practice.

PLEASE call us 48 HOURS PRIOR to your reserved time to confirm your appointment. If you have an appointment on Monday your cancelation request must be received before 2pm on Thursday before your appointment.

If you are over 15 minutes late for your appointment, we reserve the right to reschedule your appointment for a later time. The BROKEN APPOINTMENT FEE may apply to late arrivals. Please understand that we strive to stay on time for your appointment as well as those patients that follow you. By signing below, you are confirming that you have read, agree and understand this agreement in its entirety.

Signature or Patient or Parent/Guardian

Date

Thank you for your continued loyalty to Cascade Dental Group.