



At Aurora Dental Group we strive to provide our patients with the highest quality dental care and exceptional service. We understand our patient's time is valuable and to help us continue seeing our patients in a timely manner, we have established the following **cancellation policy**:

Appointment Cancellation: We understand that unforeseen circumstances may arise, and you may need to cancel or reschedule your appointment. We kindly ask that you provide 24 hours' notice for changes to appointments. This will allow us to offer the appointment time to another patient who may be in need of dental care. If you are unable to provide **24 hours' notice**, you may be charged a short notice cancellation fee of **\$50.00**, or you may be asked to pay a rebooking deposit.

Late Arrival: If you arrive late to your appointment, we will do our best to accommodate you. Please note that if you arrive more than 10 minutes late for your reserved appointment time, we may need to reschedule. This is to ensure our other scheduled patients are not inconvenienced and we can remain on schedule.

No Show Policy: Patients that do not arrive to their reserved appointment and do not provide us with any notice, will be considered a **"no show"**. If you are a "no show" you may be charged a missed appointment fee **\$75.00** and rebooking deposits would be applied to your next scheduled appointment.

Multiple Failed Appointments: Patients that consistently cancel or reschedule appointments with insufficient notice, will be subject to a rebooking deposit to reserve their time slot.

ALL APPOINTMENTS MUST BE CONFIRMED. WE SEND OUT TEXT MESSAGES, EMAIL REMINDERS AND WE WILL CALL IF WE DO NOT RECEIVE CONFIRMATION BY TEXT OR EMAIL. IF WE ARE UNABLE TO CONFIRM AN APPOINTMENT WITH YOU, IT MAY BE CANCELLED AT OUR DISCRETION.

Patients Printed Name: _____

Patient/Guardian Signature: _____

Date: _____