



24 Hour Cancellation & Rescheduling Policy

Your appointments are very important to us at Tzagournis Dental Group. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hour notice for cancellations or rescheduling of appointments.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and patients on our waitlist miss the opportunity to receive service. Therefore, we have a strictly enforced 24 hour cancellation and rescheduling policy.

Any appointment missed, late cancelled, or changed without 24 hour notice will result in a **\$50.00** charge.

As a courtesy, your appointments are confirmed electronically the day before your scheduled appointment by email and/or text messaging from our online appointment management software because we know how easy it is to forget an appointment you booked months ago. From this confirmation text or email, you have the option of the following without a charge:

- confirm your appointment;
- reschedule/change/modify your appointment;
- cancel your appointment;
- respond back by text or email with any changes or issues;
- call our office number which is provided with the text or email;

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us the day before is not sufficient reason to miss an appointment if the original confirmation notification was received timely.

All appointments must be held with a **valid credit card at the time of scheduling once you have a broken or missed appointment without the 24 hour notification on file**. A credit card hold transaction may be made on your credit card to reserve the appointment time. Your credit card information is stored with full encryption.

Emergency situations will be considered on an individual basis. You may request not to be charged for the late cancelled appointment in writing within 7 days if you feel such action is warranted. The owner will make the decision to honor your request on a case-by-case basis and will respond back to you in writing within 7 days.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as a power outage, unfortunate incidence, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no charges will apply.

Thank you for viewing and supporting our 24 hour cancellation and rescheduling policy criteria!

Patient Name: _____ Date: ____/____/____

Patient Signature: _____