

Cancellation Policy

We value your time and endeavor to provide you with the best possible dental care during the time you choose to spend in our office. We also do our very best to contact you by your preferred choice, be it text, email or telephone call, to make it as easy as possible and allow for sufficient time to confirm or reschedule appointments.

While we understand that sometimes things happen beyond one's control, we also appreciate and expect the same consideration of our time. We require 2 business days prior notification that you are unable to attend your scheduled appointment. If your appointment is on a Monday, it needs to be confirmed by noon the previous Thursday.

As we do have people on a short notice priority list waiting for appointments for specific days and times or with a certain hygienist, if your appointment has not been confirmed 2 business days ahead, we will make a final attempt to reach you by telephone to confirm your appointment. If we are unable to confirm by noon the day prior to your appointment, it will be removed from the schedule and offered to another patient. We will then reschedule your appointment once we hear from you.

If you cancel with less than 2 days' notice or fail to attend an appointment here is a short notice cancellation fee of \$100 that will be applied to your account and will be collected prior to rescheduling appointments. These fees may be waived at the discretion of Dr. Moreau depending on the circumstance. Please feel free to ask any questions you may have about our cancellation policy.