**HUB CITY ORTHODONTICS CANCELLATION/LATE POLICY**

Hub City Orthodontics has instituted an Appointment Cancellation Policy. A cancellation made with less than a 24 hour notice significantly limits our ability to make the appointment available for another patient in need. To remain consistent with our mission, we have instituted the following policy:

1. Please provide our office a **24-hour notice** in the event that you need to reschedule your appointment. If you need to cancel a Monday appointment, please try to call Thursday due to our office being closed Friday, Saturday, and Sunday. This will allow us the opportunity to provide care to another patient.
2. **A “No-Show”, “No-Call” or missed appointment, without proper 24-hour notification, may be assessed a $25 fee. This will be added to your next billable statement.**
3. This fee is not billable to your insurance.
4. Orthodontic appointments are typically only 20 minutes long. Thus, if you are 15 or more minutes late for your appointment, the appointment may need to be cancelled and rescheduled. If late arrival becomes a habit, a **$25 late fee** will be applied to your account. Please call if you are running behind so that we can make appropriate arrangements.
5. As a courtesy, we make reminder calls, for appointments, one to two days in advance. Please note, if a reminder call or message is not received, the cancellation policy remains in effect.
6. Repeated missed appointments may result in treatment discontinuation.

If you have any questions regarding this policy, please let our staff know and we will be glad to clarify any questions you have. A copy of this policy will be provided to you. Please sign and date below your acknowledgement.

I have read and understand the Appointment Cancellation Policy and I acknowledge its terms. I also understand and agree that such terms may be amended from time-to-time by the clinic.

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(Printed name of Patient/Guardian) (Date)

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(Signed name of Patient/Guardian) (Date)

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(Signed name of Witness) (Date)