



Cancellation & No-Show Policy Agreement

As your appointment time is reserved specifically for you, Keller Orthodontics has a cancellation/no-show policy. Out of consideration for our patients and our Doctor, we ask that you notify us 24 business hours in advance should you need to cancel or reschedule your appointment. Our business hours are Monday through Thursday, 8am to 5pm. Messages left on Fridays or on weekends for Monday appointments do not qualify as advance notice because we do not retrieve those messages until Monday morning. **Keller Orthodontics will charge a \$50 cancellation fee for missed appointments and late cancellations without 24 business hour advance notification.**

We do understand that unanticipated events happen occasionally; emergency cancellations are handled on an individual basis.

As a courtesy, Keller Orthodontics has text, email, and voice reminder capability to help remind you about your appointment date and time; however, it does remain the patient's ultimate responsibility to keep track of scheduled appointments.

I have read and understand Keller Orthodontics cancellation policy. I consent to these terms.

Patient(s) Name(s) _____

Patient/Parent Signature _____

Date _____