Our Appointment Cancellation and No-Show Policy is as follows:

* Cancelled appointments at highly requested times (8 AM, 4 PM) may not be rescheduled at those times.
* Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least a 24-hour notice** will be considered a No Show and charged a **$32 fee**;
* Any established patient who fails to show or cancels/reschedules an appointment without a 24 hour notice a **second** time will be charged a **$60 fee**;
* If a **third** No Show or Cancel/Reschedule without a **24-hour** notice occurs, the patient is subject to dismissal from Frey Family Dentistry;
* Any new patient that fails to show for their initial visit may not be rescheduled;
* Any appointment fee will be charged to the patient, not the insurance company, and will be due on or before your next office visit;
* As a courtesy to you, and with your consent, we send out text and email reminders for all upcoming appointments.  If you do not receive a reminder, the above policy will remain in effect.

We understand that unforeseen emergencies occur, and you may not be able to keep your scheduled appointment.  If this happens, please contact our Office Manager, who may be able to waive any additional fees.

We look forward to providing you and your family with the best possible dental care here at Frey Family Dentistry!