



# Cancellation Policy

Your appointment is important to us and to your vision and eye health. If you miss an appointment, you may delay the treatment you need.

We understand situations arise in which you may need to cancel your appointment. If you must change your appointment, **please call or text us at least 24 hours prior to your scheduled time**. Advance notice will allow other patients waiting, in need of eye health and vision services, the opportunity to be seen in that allotted time that was originally set aside for you.

Patients who no-show or have to reschedule their appointment inside the 24-hour window, may be subject to a cancellation fee that must be paid prior to scheduling another appointment.

We make every effort to be on time for all of our patients. Unfortunately, when even one patient arrives late, it can throw off our entire schedule for the day. In light of this, patients arriving more than 10 minutes after their appointed time, may be asked to reschedule for another day.

We greatly appreciate your understanding and cooperation with this policy.