



# Cancellation Policy

At Eyecare of Union Square, we strive to give each patient the time and attention they deserve. It is very important for patients to arrive at their scheduled appointment time. If for any reason you will be late, please notify our office via text/phone call and we will try our best to accommodate you, but reserve the right to reschedule your appointment.

We understand that situations can arise in which you must cancel your appointment. If you need to cancel, we ask that you give our office 48-hour notice; this enables another patient waiting to fill that appointment slot.

Patients who cancel three or more consecutive appointments may be subject to a non-refundable cancellation fee of \$35 and appointment times may be limited.

Appointments that are cancelled inside the 48-hour window may be subject to paying an \$80 deposit, which must be paid prior to scheduling another appointment. This deposit can be used as payment for your examination, photos, or materials, if applicable, and the difference would be refunded at the time of visit.

Patients who no-show two or more times within a 12-month period may be dismissed from the practice and denied future appointments.

All cancellation fees/deposits are charged directly to the patient, not an insurance company.

Our practice firmly believes that a great office/patient relationship is based upon mutual respect and great communication. If you have any questions regarding our policy, please do not hesitate to call our office @ (303) 985 0004, we would happy to answer your questions.

Fees may only be waived at the discretion of management.