



*A Reputation for Providing Comfortable and
Personalized Care in Cosmetic and Family Dentistry*

7400 Sunrise Blvd., Ste A • Citrus Heights, CA 95610

Phone (916) 726-1819 • Fax (916) 726-1896

2 - Business Day Cancellation Policy

At Everlast Dental, our aim is to deliver timely, high-quality dental care. We recognize that unexpected situations like illness, emergencies, flat tires, and inclement weather can arise. Hence, we kindly request our patients to provide us with a minimum of 2-Business Day Cancellation notice whenever they are unable to keep their appointment. This consideration enables us to accommodate other waiting patients by efficiently managing our schedule.

- Cancellations should be made over the phone during our regular business hours (Monday – Thursday, 8 AM – 5 PM) by speaking directly with one of our dental team members (no texting).
- Providing a 2-Business Day Cancellation notice or more will not incur any charges.
- A failed appointment includes cancellations or rescheduling with less than a 2-Business Day Cancellation notice or instances where patients do not show up, resulting in a \$100 charge per appointment.
- After two (2) failed appointments, we may require a deposit of up to 100%, which will be applied to your future appointments as a reservation.
- We do our best to confirm your appointments through various means such as calls, texts, and emails. However, it remains your responsibility to remember your appointment dates and times to avoid any missed appointments and related fees. Please don't hesitate to call and verify your appointments if needed.
- Here are some examples of cancellation deadlines:
 - **Monday's appointments:** Cancel or Reschedule by 5 PM on Wednesday of the previous week.
 - **Tuesday's appointments:** Cancel or Reschedule by 5 PM on Thursday of the previous week.
 - **Wednesday's appointments:** Cancel or Reschedule by 5 PM on Monday of the current week.
 - **Thursday's appointments:** Cancel or Reschedule by 5 PM on Tuesday of the current week.

We appreciate your understanding and cooperation in adhering to our cancellation and appointment policies.

Thank you for your understanding and cooperation.

Everlast Dental.
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