



Maple Leaf Dental Cancellation Policy

Cancellation Lead Time

It is difficult to fill your appointment time when we do not have enough advance notice. Therefore, **forty-eight (48) business hours notice is required** when canceling an appointment.

Short Cancellations

A “short” cancellation is when you do not show up for your appointment or you cancel your appointment with less than 48 business hours notice.

After you have two (2) short cancellations, we will notify you with a letter from Dr. Miller or Dr. Wasson. After three (3) short cancellations, you will no longer be able to schedule future normal non-emergency appointments. We will instead be able to see you if there are openings in our schedule on a day-to-day basis. This means you can call our office at 8:30am to see if there are any openings in our schedule that day and if so, we would be happy to see you.

Short Cancellation Recourse

Erase Short Cancel Events: One short-cancelled appointment event can be erased by paying Maple Leaf Dental a \$100 cancellation fee.

Incentive: If you have no short cancellations for two full years following your second short cancel, we will reset your cancellation history to zero. Clean slate!