**Cancellation Policy**

**Notice:** If you need to cancel your appointment, we require at least 24 hours cancellation notice for appointments Tuesdays, Wednesdays, Thursdays and Fridays. Monday appointments must be cancelled by noon on Friday or you will be charged.

 Three methods to cancel an appointment:

1. Telephone (During business hours) – 7028430551

**\*\*\*\*\*\*Please leave a message if after hours\*\*\*\*\*\***

1. [Email](mailto:hcs@carleton.ca): [bridgehscg@gmail.com](mailto:bridgehscg@gmail.com)

**\*\*\*\*\*If you email to cancel, please do so 48 hours before your schedule appointment\*\*\*\***

1. Replying to text message reminder received before appointment date

\*\*When cancelling please be sure to include your name, date and time of your appointment\*\*

Late cancellation and no-show fees:

* Follow-up appointment – $25
* New Patient Appointment – $50

**Note:** Payment for late cancellations and no-show fees are due at the time of your next appoint as well as your co-pay for your visit.