

## No Show/Late Cancellation Policies

At Burke Optometry, we value the time of both our clients and staff. To ensure that all patients have access to the services they need, we have the following policies:

### *Cancellation Policy:*

We understand that life happens, and plans can change. If you are unable to attend your scheduled appointment, we ask that you notify us at least **24 hours in advance**. This allows us to offer your spot to another patient who may be waiting for availability.

Please call our office at 209-224-5454. We ask that you leave a message if you are calling outside office hours, which are Mon - Fri 8 a - 12 p and 1-5 p.

### *No Show/Late Cancellation Fee:*

A \$50 fee will be applied to your account for late cancellations or no-shows and must be paid before you (or a family member) can schedule an appointment.

### *How to Avoid a No Show:*

- **Cancel or Reschedule in Advance:** If you can no longer attend your appointment, please contact us as soon as possible to cancel or reschedule. You can reach us by calling 209-224-5454.
- **Late Arrivals:** If you are running late, please contact us. Depending on availability, we may be able to accommodate you. However, if you arrive more than 15 minutes after your appointment time, it may be necessary to reschedule and charge the No Show fee.

### *Exceptions:*

We understand that unforeseen circumstances can arise. If you miss an appointment due to an emergency, please contact us as soon as possible, and we will work with you on a case-by-case basis.

We appreciate your understanding and cooperation in helping us maintain a smooth schedule for all our patients.