Thoroughgood Dental
1609 Pleasure House Rd
Virginia Beach, Va 23662
757.464.3321

Our Cancellation & No-Show Policy

Your health and time are incredibly important to us. When you schedule an appointment, that time is reserved exclusively for your care. If you need to reschedule or cancel, please let us know **at least 24 hours in advance** so we can offer that time slot to another patient who may need urgent care.

To help us keep our schedule running smoothly, please keep the following guidelines in mind:

- **How to Cancel:** Please speak directly with a member of our staff to cancel or change your appointment. Because we want to make sure we receive your message in time, **we cannot accept cancellations left on our voicemail**.
- **Cancellation Fee:** If an appointment is missed or cancelled with less than 24 hours' notice, a **$70.00 cancellation fee** will be applied.
- **Insurance Coverage:** Please note that insurance providers do not cover fees for missed appointments, so this balance will be billed directly to you.
- **Exceptions:** We completely understand that life happens. This fee will not apply to true medical emergencies, or if you were not previously made aware of this policy.

Thank you so much for your understanding, partnership, and cooperation in helping us provide the best possible care to all of our patients.