**EYES ON SUNRISE “NO SHOW” POLICY**

Thank you all for making Eyes on Sunrise a successful, busy practice. Dr. Nick and Dr. Leslie are now booking up in advance, and we appreciate that you trust us with your eye health and eyewear needs.

Recently, the office has experienced more cancellations and late arrivals that impact the doctors’ schedules as well as other patients and staff. In order to accommodate everyone, and in fairness to all patients, we feel its necessary to implement the following at our discretion:

**Cancellations** should be made as far in advance as possible. We take into consideration when emergencies, and other unanticipated circumstances are unavoidable, but please know that each scheduled appointment is timed to accommodate our schedule for the whole day.

If you cancel the **day before** your exam, we will document it and it may be considered when you schedule future appointments, possibly affecting which exam times are available to you.

If you cancel the **day of** your exam, you may be subject to a $50 “no show” charge. This will also be documented for future consideration when you call for appointments.

If **WE are more than 15 minutes late**, we will credit your appointment $25.

We pride ourselves on timeliness, and respect your time and schedule, so please be on time for your appointments.