TERMS OF SERVICE

Redwood City Smile Dental

Effective Date: November 16, 2026
Website: https://redwoodcitysmiledental.com

1. Acceptance of Terms

Welcome to Redwood City Smile Dental. These Terms of Service govern your access to and use of our website, online appointment booking services, electronic communications, and other digital services provided by Redwood City Smile Dental ("we," "us," or "our").

By accessing or using our website, you acknowledge that you have read and agree to these Terms of Service. If you do not agree, please discontinue use of our website.

These Terms apply to website visitors, prospective patients, and existing patients using our online services.

2. Website Purpose and Information

Our website is intended to provide information about our dental practice, services, office policies, and appointment availability.

Although we make reasonable efforts to keep information accurate and current, we do not guarantee that all website content, pricing, promotions, service descriptions, or appointment availability will always be complete or up to date.

Information published on our website is subject to change without prior notice.

3. No Dental or Medical Advice

Information provided on this website is for general educational and informational purposes only.

Website content does not constitute professional dental advice, diagnosis, or treatment recommendations. Your individual dental needs must be evaluated by a qualified dental professional.

Using this website, submitting an appointment request, or communicating electronically with our office does not establish a dentist-patient relationship.

For dental concerns requiring professional evaluation, please schedule an appointment with our office.

Medical and Dental Emergencies: Our website and messaging services are not intended for emergencies. If you experience a serious medical emergency, call 911 or seek immediate emergency medical attention.

4. Online Appointment Booking

Redwood City Smile Dental provides online appointment scheduling and appointment request options for the convenience of our patients.

By using our online booking services, you acknowledge and agree that:

- Appointment availability is subject to change.
- An appointment request is not necessarily a confirmed appointment until confirmation is provided by our office or our authorized scheduling system.
- You are responsible for providing accurate contact information.
- You should contact our office directly if you do not receive an appointment confirmation.
- Our office may contact you to verify appointment details or request additional information.
- Appointment times may need to be adjusted due to scheduling changes, emergencies, or unforeseen circumstances.

Online appointment booking does not guarantee insurance coverage, treatment eligibility, or a particular treatment outcome.

5. Online Booking & Messaging Rules

5.1 Online Booking Rules

When requesting or scheduling an appointment online, you agree to:

- Provide accurate and complete personal and contact information.
- Select appointment dates and times based on your actual availability.
- Notify our office promptly if you need to cancel or reschedule.
- Avoid submitting duplicate or fraudulent appointment requests.
- Respond to communications from our office when confirmation or clarification is required.

Online appointment requests are subject to office availability and confirmation.

5.2 Appointment Changes and Cancellations

Patients are expected to provide at least 48 hours' notice when canceling or rescheduling an appointment, in accordance with our office cancellation policy.

Missed appointments and late cancellations may be subject to applicable cancellation fees.

Please contact our office directly at (650) 216-8488 for assistance with appointment changes.

5.3 Text Messaging and Electronic Communications

By providing your mobile phone number and separately consenting to receive text messages, you may receive communications from Redwood City Smile Dental, including:

- Appointment confirmations.
- Appointment reminders.
- Scheduling and rescheduling notifications.

- Follow-up communications regarding appointments.
- Responses to questions or requests submitted to our office.
- Other patient-service communications consistent with your consent and applicable law.

Message frequency varies depending on your interactions with our office and your communication preferences.

Message and data rates may apply, depending on your wireless carrier and mobile plan.

Consent to receive marketing or promotional messages, if offered, is separate from consent to receive appointment-related or other service messages. You are not required to consent to marketing messages as a condition of receiving dental care.

5.4 Opting Out of Text Messages

You may opt out of text message communications at any time by replying:

STOP – To unsubscribe from text messages.

You may receive a final confirmation message acknowledging your request.

For assistance, reply:

HELP

You may also contact our office directly:

- Phone: (650) 216-8488
- Email: info@redwoodcitysmiledental.com

Opting out of text messages does not cancel your scheduled appointments or affect your ability to receive dental care. Our office may still communicate with you through other permitted methods.

5.5 Patient Responsibilities When Messaging

When communicating with Redwood City Smile Dental through text messages, online forms, or other electronic channels, you agree to:

- Use respectful and appropriate language.
- Provide accurate information.
- Avoid sending unnecessary sensitive personal or financial information.
- Understand that electronic communications may not be immediately reviewed.
- Contact our office by telephone for urgent scheduling or dental concerns.

Please do not use text messaging for emergencies or situations requiring immediate professional attention.

5.6 Privacy and Confidentiality of Electronic Communications

Although we take reasonable steps to protect patient information, text messages, email, and other electronic communications may carry privacy and security risks.

Please avoid sending detailed medical histories, sensitive dental information, payment card information, or other confidential information through unsecured communication channels.

Patient information is handled in accordance with applicable privacy laws, including HIPAA and applicable California privacy requirements.

Our Privacy Policy and Notice of Privacy Practices provide additional information regarding the collection, use, and protection of personal and health information.

6. Privacy and Personal Information

When you use our website, submit a contact form, or request an appointment, we may collect information such as:

- Name and contact information.
- Email address and telephone number.
- Appointment preferences.
- Information voluntarily submitted through website forms.
- Technical information relating to website access and usage.

We use this information to respond to inquiries, coordinate appointments, communicate with patients, improve our website, and operate our dental practice.

We do not authorize the sale of patient health information or the unauthorized disclosure of protected health information.

Information collected through our website is handled in accordance with our Privacy Policy and applicable federal and California laws.

7. Third-Party Services and External Links

Our website may contain links to third-party websites or services, including:

- Online appointment scheduling platforms.
- Patient communication and messaging services.
- Payment processing services.
- Insurance-related resources.
- Social media platforms.

These third-party services may operate under their own terms, conditions, and privacy policies.

Redwood City Smile Dental is not responsible for the independent practices, security, availability, or content of third-party websites and services.

Please review the applicable terms and privacy policies before using those services.

8. Website Availability and Security

We make reasonable efforts to maintain the availability and functionality of our website.

However, we do not guarantee uninterrupted access or error-free operation.

Website services may occasionally be unavailable due to maintenance, technical problems, internet disruptions, or circumstances beyond our control.

You agree not to:

- Attempt unauthorized access to our website or systems.
- Introduce viruses, malware, or harmful software.
- Interfere with website functionality.
- Use automated systems to collect website information without authorization.
- Misuse online booking or communication services.

9. Intellectual Property

All website content, including text, images, logos, graphics, designs, and other materials, belongs to Redwood City Smile Dental or its respective content owners unless otherwise indicated.

You may not reproduce, distribute, modify, or commercially use website materials without prior written permission.

10. Limitation of Liability

To the extent permitted by applicable law, Redwood City Smile Dental shall not be responsible for damages arising from:

- Temporary website interruptions or technical failures.
- Inaccurate or outdated website information.
- Delays in receiving electronic communications.
- Unauthorized access resulting from circumstances beyond our reasonable control.
- Third-party websites or services.

Nothing in these Terms is intended to waive or limit any rights or remedies that cannot legally be waived under applicable California or federal law.

11. Indemnification

To the extent permitted by law, you agree not to misuse our website or services and to be responsible for losses or damages resulting from your intentional misconduct, fraudulent activity, or violation of these Terms.

12. Changes to These Terms

Redwood City Smile Dental reserves the right to update or modify these Terms of Service at any time.

Changes will become effective when posted on our website, unless otherwise stated.

Your continued use of our website following the posting of updated Terms constitutes acceptance of the revised Terms.

We encourage visitors to review this page periodically.

13. Governing Law

These Terms of Service shall be governed by and interpreted in accordance with the laws of the State of California, without regard to conflict-of-law principles.

Any disputes relating to these Terms shall be handled in accordance with applicable California and federal law.

14. Contact Information

If you have questions regarding these Terms of Service, online booking, or electronic communications, please contact us:

Redwood City Smile Dental
Dr. Elizabeth B. Nguyen, DDS

2480 El Camino Real
Redwood City, CA 94063

Phone: (650) 216-8488
Email: info@redwoodcitysmiledental.com
Website: https://redwoodcitysmiledental.com

Office Hours: Monday – Friday, 10:00 AM – 7:00 PM (Pacific Time)

Thank you for choosing Redwood City Smile Dental. We appreciate your trust and look forward to helping you maintain a healthy, confident smile.