CANCELLATION POLICY AND WHAT WE ASK OF OUR PATIENTS

We ask for at least **24 hours** advance notice for cancelling or rescheduling an appointment; otherwise, a fee will be assessed to your account. The standard fee for an appointment which is cancelled with less than 24 hour notice is £50 per 30 minutes of unused surgery time. If additional costs have been incurred by the practice prior to your failed appointment, which cannot be utilised at a follow up appointment, such as pre-ordered, time-dependant materials or products, this will be added onto the missed appointment fee. The practice reserves the right to charge the cost of the appointment in full if the appointment is not attended, and there has been no attempt to contact the practice prior to the failed attendance.

PLEASE NOTE: ALL CANCELLATION FEES MUST BE PAID PRIOR TO SCHEDULING ANOTHER APPOINTMENT, OR WILL BE TAKEN OUT OF YOUR TREATMENT DEPOSIT IF ONE HAS BEEN PAID.
THE PRACTICE RESERVES THE RIGHT TO REQUEST PAYMENT FOR FURTHER APPOINTMENTS AT THE TIME OF BOOKING, IF A PRIOR APPOINTMENT HAS BEEN CANCELLED WITHIN 24 HOURS OR FAILED TO BE ATTENDED.

By registering as a patient at our practice, you enter into a trusting relationship with us.

As part of this relationship we ask that you:

• Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home

• Arrive on time for your appointment

• Let us know if you are unable to keep your appointment; please give at least 24 hours' notice. We will charge for missed appointments where we have not been notified. If you miss an appointment on more than one occasion without letting us know, or give us less than 24 hours notice, we may need to review future provision of treatment for you at the practice

• Tell us if your contact details (address, telephone numbers, email) change so that we can keep our records up to date and ensure that we are able to contact you

• Treat our staff courteously; they will do their best to help meet your needs