

Appointment Booking and Cancellation Policy

Booking an Appointment

At the time of booking, patients will be asked to pay a £50 appointment deposit to secure their appointment. The appointment deposit will be deducted from your final invoice, leaving any outstanding amount payable upon completion of your treatment. For patients booking further treatment after a check up or hygiene visit, the appointment deposit will be carried over to the next appointment.

If a patient needs to reschedule or cancel their appointment, they must provide notice at 48 hours notice before their scheduled appointment. If sufficient notice is provided, the appointment deposit will be refunded within 24 hours, in the case of cancellation. For patients rescheduling their appointment, their appointment deposit will be allocated to their new appointment.

In the case of free cosmetic consultations, an appointment deposit will be taken to ensure attendance. If the patient chooses not to proceed with further treatment, the appointment deposit will be refunded within 24 hours. If the patient chooses to proceed with treatment, the appointment deposit will be carried forward to the next appointment and then deducted from the final invoice at the end of the treatment.

Cancelling/Rescheduling an Appointment

Cancellation or rescheduling of an appointment with less than 48 hours notice usually means that we are unable to re-allocate the time to other patients. This leads to lost treatment time, which can then only be covered by increasing charges to our patients.

Running an efficient appointment system where patients give us notice if they are unable to attend a dental appointment, means we minimise wasted treatment time and are able to keep waiting lists down.

We ask for 48 hours notice to change, cancel or move an appointment as this gives us an opportunity to re-allocate the time to another patient. We also print and prepare day- lists 48 hours in advance, so a cancellation at shorter notice means we need to reprint complete day lists and potentially lose valuable treatment time.

Late Cancellation & Re-booking

1. In the event of late cancellation, the practice reserves the right to retain the appointment deposit.
2. In the event of the late re-booking of an appointment consideration will be given to the specific circumstances and at the discretion of the Practice Manager, the appointment deposit may be transferred to the new appointment. Otherwise, the practice reserves the right to retain the appointment deposit.
3. Repeated cases of rescheduling or cancelling appointments by a patient will be considered by the Practice Manager and if deemed necessary, the full cost of any further treatment will be required to be paid in advance of treatment to ensure attendance.
4. If you are late by more than 15 minutes, we may not be able to see you and late cancellation policy will be applied.

We appreciate your understanding of our late cancellation policy in helping to run an efficient appointment system. We will always take exceptional circumstances into account if the unforeseen happens and on the rare occasion you have the need to cancel an appointment at short notice.

*This Policy was implemented on: **05/10/2017***

*This Policy was reviewed on: **05/10/2018***

*This policy and relevant procedures will be reviewed annually and are due for review on: **05/10/2019** or prior to this date in accordance with new guidance or legislative changes.*