



Cancellation Policy

Please call us to make any changes or cancellations to your appointment. We understand that your plans may change and we are happy to rearrange appointments, provided we have sufficient notice.

We are committed to providing all of our patients with exceptional dental care and service. When a patient cancels without giving enough notice, this may stop someone else from being seen. To help us maintain our high level of care, please give at least 24 hours' notice of any cancellations. To cancel a Monday appointment, please call the practice by 1:30pm on the Saturday before.

Appointment reminders

We will send a text message/email to remind you of your appointment date and time, 48 hours before your appointment, subject to your preference for contact in line with GDPR.

Cancellation charges for private appointments

Sufficient notice given

When appointments are cancelled with sufficient notice (i.e. 24+ hours' notice or notice before 1:30pm on a Saturday for a Monday appointment), we will hold the pre-paid amount or deposit on account to deduct from the next treatment or we will refund the pre-payment.

Insufficient notice given or failure to attend

When insufficient cancellation notice is given (i.e. less than 24 hours' notice or notice after 1:30pm on a Saturday for a Monday appointment), any pre-paid amount or deposit will be applied as a missed appointment fee; appointments booked through the annual dental plan will be lost from the plan allocation.

Cancellations of NHS appointments

We have a finite number of appointments available for NHS treatment. Missed appointments waste surgery time and prevent others from being able to access the dental care that they need. When patients fail to attend or cancel at short notice (less than 24h) without good reason, they will be notified of our cancellation policy. After a second failure to attend, they will be reminded of this policy and after a third failure to attend, they will no longer be seen on the NHS at the practice.

Any patients who fail to attend the practice for a dental examination for 2 years or more will receive a reminder that if they don't attend regularly their NHS place at the practice will be lost. If the patient does not attend within 3 years, they will be presumed to have gone elsewhere for their dental treatment and their NHS place at the practice will be lost.

Implemented: 28/12/2020

Updated: 24/04/2024

Next review due: 30/04/2025