

Deposits

We make appointments with the expectation that you will attend at the agreed date & time to undergo your treatment. If you change your mind or work/other commitments prevent you from attending, we ask you to provide us with the required notice (2 working days) so that we can reallocate your appointment slot to another patient.

When booking your appointment, we will normally seek a deposit from you, payment of which is your confirmation of your commitment to attend your appointment. Our deposits are normally fully refundable providing sufficient notice of cancellation is given (see below) and will be set at the following levels:

- New Patient Examinations: 100% fee payable
- Emergency Appointments: 100% fee payable
- Appointment times 1 hour £100
- Appointment times under 1hr £50
- New Patient Hygiene Visit 100% fee payable
- Appointment for who FTA more than once 100% fee payable

Cancellation

If you are unable to attend your appointment for any reason, then you should inform us as soon as possible and no later than:

48 hours before the scheduled start time of your appointment

Please note that Sundays will not be included in these time frames so for example, notice to cancel an appointment scheduled for a Monday must be given no later than the preceding Friday. Public holidays are also not included in these time frames which you must take account of should you need to cancel and avoid a late payment fee

Providing you give notice of cancellation or postponement/amendment no later than this

Where non-standard treatment is being undertaken by an external practitioner who is being brought in specially to treat you, these deadlines do not apply and agreement to cancel will be at the sole discretion of the practitioner concerned.

Non-Attendance (Includes late cancellation, request to re-schedule & late arrivals)

If you do not attend your appointment, cancel/re-schedule later than the deadlines shown above or arrive late, we reserve the right to make a charge as follows:

- New Patient Examinations: 100% fee payable
- Emergency Appointments: 100% fee payable

- New Patient Hygiene Visit 100% fee payable

This charge will be debited to your account with us. If you have not paid a deposit, settlement of this charge will be required before treatment can continue.

New patients

Likewise, if you are a new patient, we are required to ensure your new patient registration process is fully completed before your appointment commences. In order to ensure your appointment is not rescheduled, you are asked to arrive 10 minutes before for your scheduled appointment as it takes this amount of time to complete the process with you. If you fail to do so and we have insufficient time to complete registration, your appointment is likely to be re-scheduled.

However, this will be dependent upon what appointment time is left for this to happen. If your appointment does go ahead, it is important to note you may need to be re-booked to finish off what treatment remains. In this event, please be aware you will be charged an additional appointment cost irrespective of whether that appointment takes the same set time or less.

It is therefore important to arrive on time. We strive to see every patient as close to their appointment time as possible. However, this can only be achieved by arriving on time for your appointment. Please help us to help you by arriving on time.