

Private patient deposit and non-attendance policy

Definition of 'failure to attend' (FTA): Patients that have missed or have not cancelled/rescheduled at least 24 hours in advance of their pre-booked appointment (exceptional circumstances are at the discretion of the practice)

We ask that you give us at least 24 hours notice if you are unable to attend an appointment. This gives us the chance to allocate the appointment to other patients, some of who may require urgent care. Please note that weekends will not be taken into account so notice to cancel an appointment scheduled for a Monday must be given no later than the preceding Friday.

We understand that sometimes cancellations at short notice cannot be helped and we will take all valid circumstances into account. This is at the discretion of the practice.

For any treatment appointment booked, we will usually seek a deposit of £75 (or 50% of the fee of the planned treatment) as a confirmation of your commitment to attend the appointment. For examination and emergency appointments, and appointments with our hygienist, full payment must be made on booking. The deposit is transferable or refundable provided at least 24 hours notice is given to rearrange or cancel. If a deposit has not been taken, we may ask that you pay a failure to attend fee of £75 per half an hour of clinical time booked before booking another appointment. If you do not provide at least 24hrs notice to cancel, or fail to attend your appointment, the full deposit amount will be lost.

If you either have 2 missed check-up appointments within 1 year of each other, or 1 treatment appointment, and/or have 1 or 2 late cancellation(s), we reserve the right to decline further appointments at our practice due to lost clinical time which could have been offered to another patient in need of our assistance including emergency and urgent cases.

Please note that, although we normally send email and/or text message reminders prior to appointments, the successful delivery of these relies on our text provider, your mobile network provider and your phone and cannot therefore be guaranteed. Therefore, you should not rely on our emails or text messages as the sole reminder of your appointment. We will not be responsible for any appointments missed as a result of non- delivery of these text message reminders, regardless of the reasons for its failure.