

SE9 Dental Care

Appointments Policy

- 1) For all appointments over 30 mins in length, a deposit of £50 is payable at the time of booking.
- 2) More than 24 hours' notice is required to re-arrange or cancel an appointment.
- 3) In case of **failure to attend** an appointment or if a patient **cancels an appointment with less than 24-hour's notice**, all future appointments would need to be paid in full in advance at the time of booking. No refunds will be offered under any circumstance if the patient fails to attend or cancels pre-paid appointment. Loss of surgery time will be charged pro rata at £ 250.00 per hour for all failures to attend.
- 4) **Free Consultations** - If a patient fails to attend or cancels with less than 24 hours' notice, no further free consultations would be offered. Loss of surgery time will be charged pro rata at £ 250.00 per hour for failure to attend.

Weekend Appointments and Out of Hours Appointment (before 9am and after 5pm Mon to Fri)

- 1) All weekend and out of hours appointments need to be pre-paid at the time of making the appointment.
- 2) If the patient fails to attend the appointment or cancels with less than 24 hours' notice, prepaid money would be lost. Loss of surgery time could be charged pro rata at £ 250.00 per hour for failure to attend.
- 3) Appointments can be booked on weekend & out of hours only upon the instruction of the dentist.