



## **Cancellation Policy**

Whilst we appreciate that there may be occasional unavoidable situations that may warrant last-minute changes, recently we have noticed that there has been a rise in missed appointments & this becomes problematic both for us as a practice, and for patients that may need to be seen on an emergency basis or those who may be on a waiting list.

If your appointment becomes inconvenient for you, we are more than happy to change it for you, providing you let us know 48 hours in advance. 2 business days are required, to change your appointment time. This allows us to rearrange our diary according to both your needs and patients who may need urgent care, in return allowing us to maximise the use of our clinical team's time at the practice.

We will always strive to accommodate your needs and make every effort to provide emergency dental care whenever needed even if at short notice, as we see this as our duty of care towards our patients, so we respectfully appreciate your support whilst we try to achieve this with minimal inconvenience to either party involved.

In the event that 48 hours advance notice is not provided and the appointment has not been rescheduled, this will result in a cancellation or no-show fee which is fixed to £40.

Failing to attend an appointment for the first time will result in a letter sent to your home address along with a copy of this policy. It is your responsibility to ensure that we are informed of any changes to your contact information. After the first instance, failing to attend an appointment will result in a charge of £40.

From 1st December 2023, Queens Park Dental will take a £40 deposit to reserve all hygienist appointments.

Advanced treatments such as; Implants, Root Canal Therapy, Filling, Crowns & Extractions will require 50% deposit of the appointment at the time of booking.

The deposit will be deducted from the total balance of your treatment and is fully redeemable providing you attend your appointment at the scheduled time or that you have provided 48 hours (sufficient notice of 2 business days) to reschedule if required.

All emergency (£65) and New Patient (£95) appointments will be taken in full.

## DENPLAN PATIENTS

The missed appointment fees which apply to our Private Patients, as stated above, will also apply to all Denplan Patients.

Please refer to your Denplan Care or Denplan Essentials Handbook under 'The Care/Essentials Contract between you and your dentist' (Point 10):

**“You are responsible for keeping appointments made with your dentist and you must pay any missed appointment fee should you fail to do so. You must ensure that you also attend your dentist for regular examinations, receive the treatment your dentist advises and you must promptly inform your dentist of any injury, problem or other material matter affecting your oral health. If you fail to ensure any of this you will be liable to pay any fee reasonably charged for treatment necessary to restore your oral health, which could otherwise have been avoided.”**

In order to provide a fair and timely service to all our patients, we kindly request that patients who have made a booking arrive promptly for their appointment. Arriving late could result in loss of precious treatment minutes as each allocated appointment session will finish exactly on time as a courtesy to the next patient.

We fully understand that sometimes being late can be outside of your control so we will always do our best to accommodate late arrivals by performing the most complete treatment possible in the time remaining, however arriving too late to perform the treatment may result in a cancellation charge or a delay in being seen or the need to reschedule your appointment in order not to compromise the level of treatment being administered.

To avoid such scenarios please allow enough time for your journey.

If you have any questions or concerns regarding the practice policy please do not hesitate to contact us on 01202 303322 email [smile@queensparkdental.co.uk](mailto:smile@queensparkdental.co.uk)