

PRIVATE APPOINTMENT AND DEPOSIT POLICY

01.

DEPOSIT

To ensure we can provide the best service, a 50% deposit will now be required to book all appointments. Without a deposit, we are unable to book future appointments.

02.

CANCELLING WITHIN 24 HOURS

If you cancel within 24 hours the following fee will apply:

£100 per hour, adjusted based on the appointment length.

03.

MISSED APPOINTMENTS

If you fail to attend your appointment, you will incur the same fee as cancelling within 24 hours. This fee covers the costs of time and resources reserved for your appointment.

04.

MISSED APPOINTMENT BREAKDOWN

30 minute appointment:	£50
1 hour appointment:	£100

+ £50 for every additional 30 minutes missed.

Please note: Complex cases, such as dental implants, may incur a higher fee in line with the value and complexity of the treatment.

05.

REASONS FOR OUR NEW POLICY

Since January 1st, we have experienced a noticeable increase in missed appointments and cancellations with less than 24 hours' notice. These last-minute changes make it challenging to fill the time slots, and we want to ensure every patient has access to timely care. By implementing this new policy, we hope to encourage greater commitment to scheduled appointments and improve availability for all patients.