

# Appointment Cancellation Policy

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We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of our services.

**Failure to provide us with 24 hours advance notice of cancellation or failure to attend for a scheduled appointment will result in a cancellation or failure to attend fee. This fee will equate to £60 per half an hour of clinical time lost.**

We understand that sometimes cancellations cannot be helped due to emergency situations and we will take all valid circumstances into account.

Our goal in communicating our cancellation and failed to attend policy is to avoid any extra charges being passed on to the patient.

The practice will take a **£25 deposit** to reserve the time for all routine dental appointments. For any treatments longer than an hour a **£100 deposit** will be taken.

The deposit will be deducted from the total balance of your treatment. Deposits are fully refundable with sufficient notice.

We thank you for your support and understanding. We hope this will allow us to improve our level of customer care.

If you have any questions or concerns regarding the practice policy please do not hesitate to contact us on 01480 573939 or email [info@godmanchesterdental.co.uk](mailto:info@godmanchesterdental.co.uk)

Approved By: Jacquelyn Hill

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