

# Cancellation Policy

**If you need to cancel your appointment we require 24 hours' notice.**

We ask for all cancellations to be made in person, via phone during opening hours or a voicemail should the practice be closed.

*\*\*\* Please note this does not include weekends and Bank Holidays when the practice is closed. E.g. Cancelling an appointment for a Monday, the practice must be notified on the Friday.*

For any appointments giving less than 24 hours' notice will result in a minimum charge of £20, although this can be higher depending on the complexity of the procedure which would have been prepared for.

For any appointments giving less than 24 hours' notice a 'fail to attend' occurs, should any existing patient FTA 2 or more times consecutively they are removed from the practice list. Should any New patients 'fail to attend' 1 appointment prior to being seen they will be removed from the practice list.

For any patient wishing to dispute the policy due to a situation out of your control we request something is put in writing to the Practice Manager at [info@claydondental.co.uk](mailto:info@claydondental.co.uk) or Claydon Dental 10a Chaloners Hill, Steeple Claydon MK18 2PE

All patients of Claydon Dental are required to read and sign our terms and conditions which form part of our cancellation policy.

Our terms and conditions state:

1. £20 deposit will be taken to secure any future appointments.
2. Should you cancel your appointment outside of the 24 hours notice period, your deposit will be moved and allocated to your next scheduled appointment.
3. Should you cancel your appointment within the 24 hours notice period, the practice will keep your deposit and will not be refunded. If another appointment is to be booked, another £20 deposit will be required to secure your future appointment.
4. Patients are to pay all fees when they become due.

5. Failing to attend an appointment or give insufficient notice of cancellation will result in treatment being withheld and no further appointments allowed if payments are not made as specified above.

## **Hygienist Policy**

Our terms and conditions to see the Hygienist states.

1. Payment for the Hygienist is required when booking the appointment
2. Hygienist appointments are non-refundable
3. 24hours' notice is required if rebooking

## **Cancelling on behalf of someone else**

Please note we keep to the rules of clinical confidentiality. If you are cancelling on behalf of someone else, we need to know that you have their permission to do so, unless they are incapable (because of physical and mental illness) or you are the parent/carer of the patient.

## **Cancelling due to illness**

Patients who are unable to make their appointment due to illness must, where possible, contact the practice 24 hours before the appointment if they cannot attend.

Failing to attend an appointment or give insufficient notice of cancellation a fee may be charged, and/or may no longer be seen at the practice.

Original Policy created 11<sup>th</sup> January 2021

Policy Revised and in place from 1<sup>st</sup> March 2024