

Centre for Aesthetic Periodontics and Implantology Limited

Late Cancellation / Failure to Attend Policy

Cancellation of a week day appointment with less than 2 working days' notice and a Saturday appointment with less than 7 working days' notice, usually means that we are unable to re-allocate the time to other patients. Running an efficient appointment system where by patients give us the correct notice if they are unable to attend a dental appointment means we minimise wasted treatment time and are able to keep waiting lists down.

If patients do not give us the correct notice we could potentially lose valuable treatment time which along with our staffing costs and overheads still has to be funded.

Week day appointments for Failed to Attend or Late cancellation & re-booking

1. In the first instance of a late cancellation or failed to attend appointment, we will give you the opportunity to rearrange the appointment, and pay a fee of £10.
2. In the second instance of a late cancellation or failed to attend appointment, a charge of 50% of the appointment fee will be charged. Whilst this charge will not fully cover the cost of the lost treatment time it will enable us to pay our team and to partly cover our overheads which helps us to prevent raising our prices.
3. In the third instance of a late cancellation or failed to attend appointment, we reserve the right to charge the full cost of the appointment fee. Further appointments will then only be bookable after settlement of your account and full payment made in advance for all future appointments.

Saturday appointments for Failed to Attend or Late cancellation & re-booking

1. In the first instance of a late cancellation or failed to attend appointment, we will give you the opportunity to rearrange the appointment, and pay a fee of 50% of the appointment fee.
2. In the second instance of a late cancellation or failed to attend appointment, we reserve the right to charge the full cost of the appointment fee.
3. In the third instance of a late cancellation or failed to attend appointment, we reserve the right to charge the full cost of the appointment fee. Further appointments will then only be bookable after settlement of your account and full payment made in advance for all future appointments.

We appreciate your understanding of this policy.