



Centre for Aesthetic Periodontics and Implantology Limited



LONSDALE DENTAL CENTRE
ADVANCED DENTISTRY AND SPECIALIST CARE

Centre for Aesthetic Periodontics and Implantology Limited and Lonsdale Dental Centre Late Cancellation / Failure to Attend Policy

Cancellation of an appointment with less than **2 working days notice or if you fail to attend** usually means that we are unable to re-allocate the time to other patients.

Efficient Running

Running an efficient appointment system where patients give us 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.

Minimum Notice

We aim to be fair to our patients and widely publicise our cancellation policy. If you cancel an appointment at shorter notice or you fail to attend a charge will be automatically added to your account.

Late cancellation or failure to attend

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 £20.
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.
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.