

## **Cancellation policy**

### **Private Dental Care**

**May 2018**

Appointments either missed or cancelled without 24 hours notice will always incur a fee at a rate of £1 per minute. These patients will also be asked to pay a deposit for all future appointments.

2 appointments either missed or cancelled without 24 hours notice may result in the patient being deregistered from the practice.

Please note this includes hygiene appointments and applies to all patients regardless of NHS exemption status.

### **National Health Service Dental Care**

2 appointments either missed or cancelled without 24 hours notice may result in the patient being deregistered from the practice and the permanent loss of access to NHS dental care at Holbrook Dental and Implant Centre.

The reason for this very strict policy is to prevent the loss of valuable surgery time when other patients could have been treated. Lost surgery time means that our funding for NHS services could be reduced in the following year. This could in turn jeopardise our ability to provide an NHS service.

This policy is clearly there to prevent failed appointments rather than generate income from them. Really all we ask is for you not to fail appointments and we will not be required to enforce this policy.

We thank you in advance for your co-operation.