

Cancellation and Failure to Attend Policy

Short-notice cancellations and missed appointments reduce access to dental care for other patients and increase practice costs. To help minimise waiting times and avoid unnecessary price increases, we ask that patients provide at least **2 working days'** notice if they need to cancel an appointment.

Appointments cancelled with less than 2 working days' notice, or missed without prior notice, will be recorded as a **Failure to Attend (FTA)**.

A **non-refundable deposit** will be required for certain appointments and will be forfeited in the event of an FTA or late cancellation.

We understand that illness, emergencies, and exceptional circumstances can arise and will consider each case individually.

We reserve the right to refuse further appointments or treatment where a patient has:

- Two consecutive missed appointments; or
- Two late cancellations.

NHS Patients

We do not charge NHS patients for missed appointments or late cancellations. However, repeated FTAs or late cancellations may result in refusal of future appointments.

Appeals

Appeals regarding missed or cancelled appointment decisions should be made in writing to the Practice Manager:

- Email:(practice email address)
- Address: (site in relation to)

Appointment Reminders

Appointment reminders are sent 2–7 days before your appointment. Please ensure your contact details are kept up to date.

