

Wellington Dental Practice
Cancellation & Fail to Attend Policy

Patients are required to give 48 hours or an absolute minimum of 24 hours' notice to cancel appointments. Cancellations should be made by calling us on 01823 661 555.

We very much appreciate it when patients give us at least 48 hours' notice to cancel an appointment, as this time can be reallocated to other patients who need treatment. However, when appointments are cancelled at short notice, the surgery time and limited resources in health care are wasted, depriving other patients from receiving the care they need.

When booking private treatments, our reception team will require a deposit of 50% of the treatment cost in advance. This deposit covers the cost of surgery time, should a patient fail to attend or cancel at short notice.

Therefore, when patients fail to attend or cancel without at least 48 hours notice, they will again be charged 50% of their treatment cost to rebook the appointment. Should patients continue to fail to attend their treatments, we reserve the right to ask patients to pay for their treatment cost in full.

Patients who fail to attend for their check-up or who cancel at short notice will be charged 50% of the normal check-up fee. Failed hygienist appointments will be charged in full.

We remind patients well in advance of their forthcoming appointments by phone text message and email. If patients fail to attend numerous check-ups and/or treatments and refuse to pay as per the policy above, the practice has the right to remove patients from our list and would ask that they seek dental care elsewhere.

We understand that cancellations are sometimes unavoidable, and we will take account of all valid circumstances. Any appeals about missed or cancelled appointment charges should be made in writing to the practice owner, Dr Barry Kasai.