

# WELLINGTON DENTAL PRACTICE

## Appointment Cancellation & Failed Attendance Policy

We kindly ask that patients give as much notice as possible, or at least a minimum of 24 hours' notice during the working week if appointments need to be cancelled.

To cancel, please call 01823 661 555  
or email [reception@wellingtondentalpractice.com](mailto:reception@wellingtondentalpractice.com).

Adequate notice allows us to offer the appointment to another patient in need. However, short-notice cancellations waste valuable surgery time and resources, impacting other patients' access to care.

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## Deposits

A 50% deposit is required when booking treatments, including sedation. This helps cover costs if the appointment is missed or cancelled late. Despite this, missed appointments are still highly disruptive to the practice.

If you miss an appointment, your record will be reviewed. If rebooking is allowed, a new deposit, or full prepayment, will be required.

Multiple missed appointments will result in full charges for both check-ups and treatments.

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## Fees for Missed or Late-Cancelled Appointments

- Check-ups: 50% of the usual fee
  - Treatments: 50% deposit is retained; new deposit required to rebook
    - Hygienist appointments: Full charge applies
  - Denplan patients: Missed routine exams and hygienist visits are not covered and must be paid for privately
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## New Patients

If a new patient fails to attend their initial assessment, they will not be offered any further appointments at the practice.

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We send reminders in advance via text, email, and phone. We understand emergencies happen and will consider genuine reasons case by case.

If you wish to appeal a charge, please write to Dr Barry Kasai, Practice Owner.