



BELGRAVE HOUSE
DENTAL PRACTICE

Cancellation / Attendance Policy

Private Patients

At the moment we do not charge patients for missed appointments and we will absorb the cost of unused surgery time, however, a deposit will be required in order to book an appointment after:

- 1 Failure to Attend
- 2 Short Notice Cancellations (less than 48 hours)
- 3 Consecutive Cancellations

Patients without an examination for more than 2 years will require a New Patient Examination before any work is carried out.

Belgrave House Care Plan - Members

Plan membership will end and a deposit will be required in order to book an appointment after:

- 2 Failure to Attend / Short Notice Cancellations (less than 48 hours)
- 3 Consecutive Cancellations

Appointments for treatment may require deposit after one Failure to Attend or one Short Notice Cancellation.

Plan membership can be canceled at any time by writing to reception@belgrave-house.com.

Failed payments will be retried after 7 days, if the payment is again unsuccessful the plan membership ends.

Plan payments are not refundable.

Deposits

Appointments with deposit paid can be rescheduled only once with at least 3 working days notice.

The deposit is fully refundable with at least 3 working days notice.

Deposit for treatments:

- £50.00 for appointments up to 1 hour.
- £100.00 for appointments over 1 hour.

Reminders

Although we are trying to send everyone reminders for examinations and hygiene appointments when these are due, it is ultimately the responsibility of the patient to book the necessary appointments.

All patients receive reminders via text message or email 14 days before their appointment and 48 hours before their appointment.

Please ask at reception if you wish to opt out of appointment reminders.