

## DEPOSIT AND CANCELLATION POLICY

At our dental clinic, we are committed to providing you with the highest quality dental care possible. In order to ensure that we can provide you with timely and efficient service, we require a deposit of £55 for each appointment.

1. Please note that the deposit amount **may vary** depending on the type of procedure and length of the appointment. Our receptionist will inform you of the deposit amount when you schedule your appointment.
2. The deposit will be applied towards the cost of your treatment, and any remaining balance will be due at the time of service. In the event that you need to reschedule or cancel your appointment, we require at least 24 hours' notice in order to refund your deposit.
3. We understand that unexpected situations may arise, and we will do our best to work with you to reschedule your appointment. However, failure to provide adequate notice **may result in forfeiture of your deposit.**
4. Our patients in DENPLAN CARE and DENPLAN ESSENTIALS will need to pay the deposit starting from 14/02/2024.

### SAME DAY CANCEL & NO SHOW FEES APPLY.

**We require a 24 hour notice period before cancelling any appointment. For same day cancellations or failed appointments charges apply of deposit amount £55.\***

ARRIVING LATE Patients who arrive late, beyond 15 minutes of their scheduled appointment, may not be able to see the doctor. Please call us or let us know so we can inform you how is the doctor's schedule.

We have these charges to keep patients accountable and allow everyone to be seen.

If there is no penalty, unfortunately, we see patients book appointments and then not turn up/cancel last minute-meaning lots of empty spaces and frustrated patients who really need treatment.

**\*If you require the refund it will take between 7-10 business days.**

We understand that this policy may be an inconvenience for some patients, but please understand that it is necessary to help us provide timely and efficient service to all of our patients. The deposit will be applied towards the cost of your treatment, and any remaining balance will be due at the time of service.

Additionally, we kindly request that all patients treat our team with respect and kindness. We do not tolerate rude or disrespectful behaviour towards our staff. Our team is dedicated to

providing you with the best care possible, and we expect the same level of professionalism from our patients.

If you have any questions or concerns about our deposit policy, please do not hesitate to ask our staff. We are always happy to provide clarification and guidance.

Thank you for your understanding and cooperation in helping us to provide the best possible care to all of our patients.

**Administration,**

**Blue Pearl Dental Care**