

## **Missed Appointment and Cancellation Policy**

Should you need to change or cancel your appointment please give us as much notice as you can. This gives us the opportunity to offer valuable time to another patient. We require at least 24 hours' notice to move or cancel an appointment.

If your appointment is longer than 2 hours we require 7 days' notice. If you fail to cancel your appointment with sufficient notice we will ask you to pay a late cancellation fee of £62 along with full payment for subsequent appointments in advance.

For new patients we ask for the full new patient consultation fee of £164 upfront to book your appointment. It is free to move or cancel your appointment with at least 24 hours notice. We will return your new patient consultation fee if you give us the adequate notice to cancel your appointment.

### Multiple cancellations or Missed appointments

If appointments are missed or cancelled on more than 1 occasion The Parkstone Dental Practice reserves the right to charge the full fee for the appointment.



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