



## **DEPOSITS, CANCELLATIONS AND NON-ATTENDANCE POLICY AT WATFORD DENTAL PRACTICE**

When we book an appointment for you, we commit that time and our resources for your treatment. This means that, if anyone else wants to come at the same time, we will be unable to see them and will have to offer them an alternative time. At busy times, this can mean waiting over two/three weeks for the next available appointment. If you do not attend the appointment and do not let us know in advance or give us insufficient notice, we will be unable to offer these time slots to other patients, and therefore declared as wasted clinical time.

### **Deposits**

When booking your appointment, we will normally seek a deposit from you, payment of which is your confirmation of your commitment to attend your appointment. Our deposits are normally fully refundable providing sufficient notice of cancellation is given.

### **Cancellation**

If you are unable to attend your appointment for any reason, then you should tell us as soon as possible and no later than 48 hours before the scheduled start time for appointment. We accept voice messages left on our answerphone over the weekend. Refunds of deposit may not be granted for any cancellations if sufficient notice has not been given.

### **Non-attendance (including late cancellation)**

If you either have missed appointments, and/or have late cancellation(s), we reserve the right not to see you on the NHS again at our Practice due to wasted clinical time.

### **Appointment reminders**

Please note that, although we normally send text message reminders two days prior to any appointments, the successful delivery of these relies on our text provider, your mobile network provider and your phone and cannot therefore be guaranteed.

Therefore, you should not rely on our text messages as the sole reminder of your appointment. We will not be responsible for any appointments missed as a result of non-delivery of these text message reminders, regardless of the reasons for its failure.