



Missed appointments

If you fail to attend 3 appointments with us, you will be de-registered from the practice.

Our 2-year policy

If you have not visited the practice in 2 years you will be de-registered from the practice.

Cancelling or re-arranging appointments

If you need to cancel or re-arrange an appointment, we do require a minimum of 48 hours' notice. This can be done by calling the practice, leaving a voicemail, or sending an email.

NHS payments

If you require band 2 or 3 treatment on the NHS, full payment will be necessary when booking the appointment.

Private payments

We do require deposits for private treatments at the time of booking. This will be agreed with the receptionist.

Refunds

Refunds may not be granted if 48 hours of cancellation is not provided.

If a refund has been permitted, this will be paid by cheque.

Appointment reminders

Please note that although we normally send text message reminders prior to any appointments, the successful delivery of these relies on our text provider, your mobile network provider, and your phone. Therefore, cannot be guaranteed to reach you. You should not rely on our text message service as a sole reminder of your appointments.

If you have any questions, please do not hesitate to ask a member of the reception team.

Thank you for your co-operation.