



### **Missed/late cancelled appointments**

If you fail to attend 2 appointments within a 3-year period, you will be de-registered from the practice. (This also includes any cancellations without sufficient notice.)

### **Our 4-year policy**

If you have not visited the practice in 4 years for NHS treatment 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. If you don't attend your appointment or cancel less than 48 hours before, your deposit will be taken for loss of clinical time.

### **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, are not 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.**