

## **Cancellation and Failure to Attend Policy**

Cancellations at short notice and non-attendance without a valid reason denies patients of essential dental care and treatment. To help to reduce possible price increases and decrease waiting times for appointments, we have a cancellation and failure to attend policy.

We respectfully ask for 48 hours notice to cancel an appointment. An appointment cancelled with less than 48 hours notice will be considered as a failed to attend appointment.

We reserve the right to request a 50% deposit of the treatment cost to secure another booking for patients who fail to attend appointments or for late cancellations.

We understand that cancellations are sometimes unavoidable due to illness or emergencies and will of course take account of all individual circumstances.

In the event of a late cancellation, we will endeavour to fill the time allocated to you with another patient. We reserve the right to charge for any time subsequently lost as a result of a late cancellation or failure to attend. Such appointments will be charged at 50% of the treatment cost.

Appeals for missed or cancelled appointment decisions can be made by writing to Zoeh Crabtree by email; [mail@bourneenddental.co.uk](mailto:mail@bourneenddental.co.uk) or in writing to Bourne End Dental, Station Road, Bourne End, Bucks, SL8 5QF

### **Appointment Reminders**

At Bourne End Dental we send appointment reminders 2 days before an appointment. Please inform the practice of any changes to your contact details as soon as possible.

## Document Change Record for Cancellation and Failure to Attend Policy

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author
03/11/2021	V1.0	New document	New Policy document	PP
23/11/2021	V1.1	1	NHS England and Appointment reminders	BH
26/11/2021	V1.2	1	Amendment of wording	EF