

## **FAIL TO ATTEND & APPOINTMENT CANCELLATION - PAYMENTS POLICY.**

This document details the Hartley Dental Practice policy with regards to patients who fail to attend their appointments, cancel an appointment at short notice and our policy with regards deposits to secure appointments.

This policy is designed to increase appointment availability & reduce waiting times for appointments.

For appointments of 1 hour or more the following applies:

- 1) A 50% deposit of the total fee for the appointment is payable upon booking the appointment, to secure that appointment.
- 2) No less than 48 hours' notice (not including weekends & bank holidays) is required to reschedule that appointment. If the notice is less than 48 hours, we reserve the right to require a second deposit amount from you, with the initial deposit amount being non-refundable in that instance.
- 3) Any payments taken for a specific appointment/treatment are non-transferable.
- 4) Exclusions apply, that will be advised by the team as applicable.

We require not less than 48 hours' notice (not including weekends & bank holidays) to cancel an appointment of more than 1 hour.

In the event of a genuine emergency cancellation, there will be no charge. However, in the event of other cancellations we will endeavour to fill the time allocated to you with another patient, but we reserve the right to charge for any time subsequently lost because of a cancellation or failure to attend. Missed appointments will be charged at the full rate.

We take the view that our patients would prefer the lost revenue from cancellations or missed appointments to be borne by those patients who do not attend their scheduled appointments. This means that revenue lost is not routinely passed on in the form of price increases to all patients.

We accept the following payment methods:

- 1) Cash.
- 2) Debit cards.
- 3) Credit cards (including Amex).
- 4) Stripe.
- 5) BACS.

Please note that we do not accept cheques as a form of payment.

Thank you.

Dr. Simon Poyner & Edd Jones.

### **Co-Owners.**