



# APPOINTMENT POLICY

WE AIM TO PROVIDE OUTSTANDING DENTAL CARE TO OUR PATIENTS IN A TIMELY MANNER. NO-SHOWS, LATE ARRIVALS, AND CANCELLATIONS INCONVENIENCE NOT ONLY OUR DENTISTS, BUT ALSO OTHER PATIENTS AS WELL. WE ACCEPT, AND UNDERSTAND MISTAKES HAPPEN, APPOINTMENTS CAN BE FORGOTTEN AMID JUGGLING EVERYTHING ELSE LIFE THROWS AT YOU. WE WILL DO OUR BEST TO REMIND YOU AND OFFER OUR FULL SUPPORT TO KEEP TRACK OF APPOINTMENTS.

## APPOINTMENTS

ALL NEW PATIENTS ARE REQUIRED TO ARRIVE 10 MINUTES BEFORE THEIR APPOINTMENT TIME TO ENSURE ALL RELEVANT FORMS ARE COMPLETED. ALL NEW PATIENTS WILL BE SENT FORMS PRIOR TO TREATMENT VIA EMAIL. COMPLETING THESE FORMS AHEAD OF ARRIVING AT THE CLINIC WILL HELP TO ENSURE WE CAN SEE YOU IN TIME FOR YOUR APPOINTMENT. FOR ALL GENERAL APPOINTMENTS PLEASE ARRIVE ON TIME. IF YOU ARE RUNNING LATE PLEASE CALL AHEAD SO YOU ARE NOT DISAPPOINTED IF YOU ARE NO LONGER ABLE TO BE SEEN. WE RESERVE THE CORRECT TIME NEEDED FOR EACH APPOINTMENT AND ANY DELAYS HAVE A KNOCK ON EFFECT ON THE NEXT PATIENT AND THE REST OF THE DAY.

## MAKING YOU AWARE OF THE FEES

WE WANT YOU TO BE FULLY AWARE OF THE TREATMENT WE ARE PROPOSING, THE REASON WHY WE ARE PROPOSING IT AND OF THE FEES THAT YOU WILL PAY BEFORE TREATMENT STARTS.

WE ALSO WANT YOU TO BE AWARE OF WHEN YOUR FEES WILL BE DUE, IN MOST CASES OUR FRONT OF HOUSE TEAM WILL MAKE YOU AWARE OF THIS PRIOR TO EACH APPOINTMENT.

TO DO THIS WE WILL:

- DISPLAY A FEE GUIDE ON THE WEBSITE, AND MAKE SURE IT IS AVAILABLE AT RECEPTION.
- DISCUSS WITH YOU THE TREATMENT WE THINK IS NECESSARY AND THE REASONS WHY AND PROVIDE INFORMATION LEAFLETS FOR FURTHER INFORMATION ABOUT YOUR TREATMENT
- PROVIDE A TREATMENT PLAN WHICH INCLUDES ESTIMATED COSTS FOR EACH PATIENT BEFORE TREATMENT STARTS
- PROVIDE A NEW TREATMENT PLAN WITH UPDATED FEES IF THE TREATMENT NEEDS TO CHANGE FOR ANY REASON
- WE REVIEW OUR PRICING STRUCTURE PERIODICALLY AND DO SO ON A DISCRETIONAL BASIS

## CANCELLATIONS

IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT, PLEASE CONTACT THE PRACTICE BY TELEPHONE, WHATSAPP MESSENGER, OR EMAIL AS SOON AS POSSIBLE. WE REQUIRE AT LEAST 48 WORKING HOURS' NOTICE FOR APPOINTMENTS LASTING LESS THAN 90 MINUTES, AND 5 WORKING DAYS' NOTICE FOR APPOINTMENTS OF 90 MINUTES OR MORE.

ANY DEPOSITS PAID WILL BE FORFEITED IF APPOINTMENTS ARE CANCELLED OUTSIDE OF THESE NOTICE PERIODS OR IF YOU FAIL TO ATTEND. IF YOU FAIL TO ATTEND OR CANCEL WITHOUT SUFFICIENT NOTICE, A FAIL TO ATTEND FEE WILL BE CHARGED BASED ON LOST CLINICAL TIME. THE STANDARD RATE IS £50 PER 30 MINUTES OF RESERVED CLINICAL TIME, ROUNDED UP TO THE NEAREST HOUR. FOR EXAMPLE, A 40-MINUTE APPOINTMENT WOULD INCUR A £100 CHARGE. ANY DEPOSIT PAID WILL BE DEDUCTED FROM THIS FEE, AND ANY OUTSTANDING BALANCE MAY BE CHARGED.

APPOINTMENTS THAT ARE BOOKED ON A SATURDAY OR SUNDAY WILL INCUR A CANCELLATION FEE DOUBLE OF STANDARD FEE, FOR EXAMPLE A 30 MINUTE APPOINTMENT WOULD INCUR £100 CHARGE AND 1 HOUR APPOINTMENT WOULD INCUR £200 CHARGE. APPOINTMENTS BOOKED FOR A MONDAY MUST BE CANCELLED BY THE PRECEDING THURSDAY, OR BY THE WEDNESDAY IF THE FRIDAY BEFORE IS A BANK HOLIDAY. WE WILL ALWAYS DO OUR BEST TO ASSIST YOU IN REARRANGING APPOINTMENTS WHERE POSSIBLE AND ASK THAT YOU PROVIDE AS MUCH NOTICE AS YOU CAN TO AVOID CHARGES BEING INCURRED. PLEASE NOTE THAT IF YOU FAIL TO ATTEND OR LATE CANCEL MULTIPLE APPOINTMENTS, WE RESERVE THE RIGHT TO TERMINATE YOUR TREATMENT AT THE PRACTICE.

## SPECIALIST/COMPLEX APPOINTMENTS (IMPLANT SURGERY, ORAL SURGERY, SMILE MAKEOVERS, APPOINTMENTS 90MINS/+)

FOR APPOINTMENTS INVOLVING IMPLANTS, SURGERY, OR OTHER COMPLEX TREATMENTS, AS WELL AS ANY APPOINTMENTS LASTING 90 MINUTES OR MORE **A MINIMUM OF 5 DAYS NOTICE** IS REQUIRED FOR CANCELLATIONS OR RESCHEDULING. THESE LONGER, SPECIALIST APPOINTMENTS ARE LIMITED IN AVAILABILITY AND REQUIRE SPECIFIC MATERIALS AND PREPARATION. IF AN APPOINTMENT IS CANCELLED ON SHORT NOTICE, A FAIL TO ATTEND FEE WILL APPLY IN ACCORDANCE WITH OUR STANDARD POLICY. FOR **FULL ARCH IMPLANT** TREATMENT, **A MINIMUM DEPOSIT OF £500 IS REQUIRED TO SECURE A SURGERY DATE**. PLEASE NOTE THIS DEPOSIT IS NON-REFUNDABLE. THIS IS BECAUSE SIGNIFICANT CLINICAL TIME IS RESERVED SPECIFICALLY FOR YOUR PROCEDURE, ALONG WITH ADVANCE PLANNING OF SURGICAL MATERIALS, COMPONENTS, LABORATORY WORK/TECHNICIAN BOOKING, AND CLINICIAN SCHEDULING. BESPOKE IMPLANT COMPONENTS AND SURGICAL RESOURCES ARE ORDERED AND ALLOCATED IN PREPARATION FOR YOUR APPOINTMENT, WHICH CANNOT BE REUSED OR REASSIGNED AT SHORT NOTICE IF THE APPOINTMENT IS CANCELLED OR MISSED.

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## DEPOSITS

WE KINDLY REQUEST A DEPOSIT, WHICH WILL VARY DEPENDING ON THE TREATMENT YOU HAVE CONSENTED TO. THIS DEPOSIT IS PART OF THE TOTAL TREATMENT COST.

**ALL** APPOINTMENTS REQUIRE AN UPFRONT DEPOSIT TO SECURE THE BOOKING THAT IS REFUNDABLE IF YOU CANCEL MORE THAN 48 HOURS BEFORE YOUR APPOINTMENT AND 5 WORKING DAYS FOR SPECIALIST/APPOINTMENTS OF 90 MINUTES OR MORE. AS A POLICY, WE KINDLY REQUEST PAYMENT FOR TREATMENT TO BE MADE PRIOR TO ENTERING THE SURGERY ON THE DAY OF YOUR APPOINTMENT. FAILURE TO PAY FOR YOUR TREATMENT ON THE DAY WILL RESULT IN A 'FAIL TO ATTEND' FEE AT THE DISCRETION OF THE DENTIST DUE TO WASTED CLINICAL DIARY TIME. OUR DENTIST'S TIME IS IMPORTANT AND GIVING NOTICE GIVES OTHER PATIENTS MORE OPTIONS TO COMMENCE WITH THEIR TREATMENT.

- NEW PATIENT INITIAL CONSULTATIONS REQUIRE A DEPOSIT OF £50 ON BOOKING
- A £100 DEPOSIT IS REQUIRED FOR ALL GENERAL DENTISTRY TREATMENTS COSTING OVER £100.
- A £50 DEPOSIT IS REQUIRED FOR ALL GENERAL DENTISTRY TREATMENTS COSTING UNDER £100.
- A £75 DEPOSIT IS REQUIRED FOR ALL REVIEW APPOINTMENTS
- FOR TREATMENTS COSTING OVER £500, A DEPOSIT OF 50% OF THE TOTAL TREATMENT COST IS REQUIRED UPFRONT (UNLESS A PAYMENT PLAN HAS BEEN ARRANGED PRIOR TO THE CARE COMMENCING)
- A 50% DEPOSIT IS REQUIRED FOR TREATMENTS INVOLVING ANY LAB-DESIGNED OR LAB-MADE DEVICES
- IMPLANT PLACEMENTS REQUIRE A DEPOSIT SUITABLE TO REFLECT THE COMPLEXITY, PLANNING AND MATERIALS FOR THE SPECIFIC CASE
- FOR ALL IMPLANT PROSTHESES THE FULL BALANCE MUST BE SETTLED PRIOR TO BEING FITTED
- CLEAR ALIGNER TREATMENT REQUIRES AN UPFRONT DEPOSIT TO BE PAID BEFORE THE INITIAL ALIGNER IS FITTED
- ALL EMERGENCY APPOINTMENTS REQUIRE UPFRONT DEPOSIT OF £89 ON BOOKING
- TO SECURE AN OUT-OF-HOURS APPOINTMENT A £200 DEPOSIT MUST BE PAID UPON BOOKING

## REFUNDS

WE UNDERSTAND THAT YOU MAY NEED TO CANCEL YOUR DENTAL APPOINTMENT. YOU ARE ENTITLED TO A FULL REFUND IF YOU CANCEL AT LEAST 48 HOURS/(5 DAYS) BEFORE YOUR APPOINTMENT TIME. IF YOU CANCEL WITH LESS NOTICE OR FAIL TO ATTEND, THE FULL DEPOSIT WILL BE FORFEITED. THIS IS TO COVER THE COST OF THE RESERVED APPOINTMENT TIME AND THE CLINICIAN'S TIME, DURING WHICH OTHER PATIENTS COULD OTHERWISE HAVE BEEN SEEN. IF YOU ARE A NEW PATIENT AND REQUIRE YOUR INITIAL DEPOSIT BACK PLEASE REQUEST BEFORE THE 48 HOUR NOTICE PERIOD. PLEASE ALLOW UP TO 7 WORKING DAYS FOR ALL REFUNDS TO BE PROCESSED.

## PAYMENT POLICY

THE PRACTICE IS COMMITTED TO PROVIDING A HIGH STANDARD OF TREATMENT AND SERVICE TO ITS PATIENTS. TO ACHIEVE THIS GOAL IT IS IMPORTANT THAT TREATMENT FEES ARE COLLECTED EFFICIENTLY. ALL PATIENTS ARE PROVIDED WITH A TREATMENT PLAN AND ESTIMATE BEFORE THE TREATMENT COMMENCES WHICH HAS DETAILS OF THE PAYMENT TERMS AND THE FEES PAYABLE FOR TREATMENT. TO AVOID UNNECESSARY COSTS OR INEFFICIENCY FEES ARE COLLECTED BEFORE EACH TREATMENT PLAN HAS BEEN COMPLETED, WITH THE FEES PAYABLE AS TREATMENT PROGRESSES, AND THE FULL BALANCE DUE BEFORE THE FINAL APPOINTMENT. IN THE EVENTUALITY THAT FEES ARE OUTSTANDING AT THE END OF THE TREATMENT PLAN, THE BALANCE IS COLLECTED AT THE LAST VISIT OF THE COURSE OF TREATMENT. IF THERE ARE FEES OUTSTANDING AFTER THE LAST VISIT, THE PRACTICE WILL WRITE TO OR TELEPHONE THE PATIENT TO REQUEST PAYMENT. REASONABLE STEPS WILL BE TAKEN TO COLLECT OUTSTANDING FEES BEFORE A THIRD PARTY AGENT IS INSTRUCTED OR LEGAL ACTION IS INITIATED IF IT BECOMES NECESSARY TO ENGAGE A THIRD-PARTY AGENT (E.G. DEBT COLLECTION SERVICE OR LEGAL ADVISOR) TO RECOVER OUTSTANDING FEES, THE PATIENT WILL BE LIABLE FOR ANY ADDITIONAL CHARGES OR FEES INCURRED AS A RESULT. IF THE PATIENT HAS A COMPLAINT ABOUT THE TREATMENT PROVIDED, THIS IS TAKEN VERY SERIOUSLY AND WILL BE FULLY TAKEN INTO ACCOUNT.

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