



## Appointment Cancellation & Failed Attendance Policy

At **Fourways Dental & Aesthetics Clinic**, we aim to provide high-quality care and ensure appointment availability for all patients. When appointments are missed or cancelled at short notice, valuable clinical time is lost that could have been offered to another patient.

This policy explains the charges that may apply if appointments are cancelled with insufficient notice or if a patient fails to attend.

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### 1. Appointment Cancellations

Patients are required to provide **at least 48 hours' notice** if they need to cancel or rearrange an appointment.

If an appointment is cancelled with **less than 48 hours' notice**, the practice reserves the right to apply a **short-notice cancellation charge of £2 per minute** for the duration of the appointment that was booked.

This policy applies to all routine appointments, including:

- Dental examinations (check-ups)
- Hygiene appointments

For example:

- A **30-minute appointment** may incur a charge of **£60**
- A **45-minute appointment** may incur a charge of **£90**

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### 2. Failed Attendance (Missed Appointments)

If a patient **fails to attend an appointment without providing notice**, the practice reserves the right to apply a charge of **£2 per minute based on the length of the scheduled appointment**.

Missed appointments prevent other patients from accessing care and disrupt the clinical schedule.



### 3. Treatment Appointments and Deposits

For appointments where **clinical treatment is planned**, the practice requires a **minimum deposit of 50% of the total treatment cost** in order to secure the appointment.

If a treatment appointment is:

- Cancelled with **less than 48 hours' notice**, or
- The patient **fails to attend the appointment**

the practice reserves the right to **deduct a charge of £2 per minute for the duration of the booked appointment from the deposit paid**.

Any remaining balance of the deposit may be retained on the patient's account and applied toward future treatment, at the discretion of the practice.

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### 4. DPAS Plan Patients

This cancellation and failed attendance policy **also applies to patients who are members of the practice dental plan administered by DPAS**.

While DPAS membership covers routine care through a monthly payment, **appointment times are still reserved specifically for each patient**. Therefore, short-notice cancellations and missed appointments may still incur charges in line with this policy.

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### 5. Exceptional Circumstances

The practice understands that **unexpected situations and genuine emergencies can occur**.

In exceptional circumstances, the practice may exercise discretion to **waive or reduce the charge** where appropriate.

Such decisions will be made on a **case-by-case basis**.

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### 6. Acceptance of Policy

By **booking an appointment with Fourways Dental & Aesthetics Clinic**, patients acknowledge and accept this cancellation and failed attendance policy.

**Telephone:** 01732 882 413

**Email:** [info@fourwaysdentalsurgery.com](mailto:info@fourwaysdentalsurgery.com)

**Website:** [fourwaysdentalsurgery.com](http://fourwaysdentalsurgery.com)

**Address:**

4 Sevenoaks Road,  
Borough Green, Kent TN15 8BB



Patients may be asked to **confirm acceptance of this policy when booking appointments or paying deposits.**

The practice reserves the right to **review and update this policy where necessary** to ensure compliance with professional and regulatory standards.

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