

Whilst we appreciate there may be occasions that warrant last minute changes to your appointment, we hope you appreciate we have a cancellation policy in place that we kindly ask you adhere too.

If your appointment date and/or time becomes inconvenient for you, we are always happy to rearrange your appointment, but we ask that you give us at least 48 working hours notice. This will allow us to schedule another patient who may require urgent care.

We will continue to strive to accommodate the appointment needs of our patients and make every effort to provide emergency dental care where needed at short notice. As a Practice we do our very best to assist you in keeping your appointment by providing reminder email, text messages and courtesy calls. To ensure you benefit from these please make sure the contact information we hold for you is up to date.

**Failure to provide us with 48 working hours advance notice or failure to present on time for a scheduled appointment will result in a cancellation or no show fee. This fee will equate to the full cost of what is planned to be completed within that clinical time.**

It is understandable that sometimes cancellations cannot be helped due to emergencies and we will take all valid circumstances into account.

If you become too unwell to attend your appointment, we ask you to inform us between 8am-8.15am that same morning. Before 8am you can leave a voicemail and we will return your call. Failure to inform us between those times, will result in a cancellation fee.

Our goal in communicating our cancellation, late attendance and failure to attend policy is to avoid any extra charges being passed on to the patient and to ensure we can continue to offer timely appointments to our patients.

We will deduct any cancellation, late attendance and failure to attend fee from the balance that you have prepaid for your appointment.

We thank you for your support and understanding. We hope this will allow us to improve our level of patient care.

If you have any questions or concerns regarding the practice policy please do not hesitate to contact us on 02828 260418 or email [practicemanager@larnedentalcentre.co.uk](mailto:practicemanager@larnedentalcentre.co.uk)