**Patient Cancellation Policy**

All appointments must be cancelled with at least 24 hours’ notice, or they will be recorded as a late cancellation.

Any late cancellation or failed appointment will be charged up to £1/ minute (of the appointment missed/cancelled) at the discretion of the respective dentist. This charge must be paid before any further appointments are made. If the charge is not paid, then deregistration from the practice will be considered.

Ideally, appointments should be cancelled appointments by phone call, but email or voicemail is suitable.

If >1 late cancelled or failed appointments within the same course of treatment, or repeated failure to complete a course of treatment, de-registration from the practice will be considered at the discretion of the dentist.

If a new patient fails to attend or late cancels an appointment, no more appointments will be offered.