**Roby Road Dental Practice**

**Appointments Policy**

**Failure to attend and cancellation of appointments**

At Roby Road Dental Practice, we follow this policy in order to be able to meet the high demand of patient care and also to avoid lengthy appointment waiting times for our patients.

If a patient;

* Cancels 3 appointments with us in a single 12-month period
* *Late cancels\** 2 appointments with us in a single 12-month period
* Fails to attend 2 appointments in a single 12-month period

You will no longer be offered an appointment at the practice.

In exceptional circumstances, you may be offered the opportunity to register with us as a private patient. This is at the discretion of your dentist; their decision is final.

*\*A late cancellation is an appointment that is cancelled without 24 hours’ notice (cancelled on the same day)*

**Arriving late for scheduled appointments**

Please also be aware that if you arrive late for your dental appointment, it is at the dentist’s discretion if they will see you or not, depending on the type of appointment/treatment that was planned for that day. If you arrive more than half way through your planned appointment, you will be asked to rearrange at reception.

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