



# BESPOKE

• D E N T A L •

## CANCELLED AND FAILED APPOINTMENTS POLICY

### Cancelled Appointments

To ensure the smooth running of the practice, Bespoke Dental requires at least **24 hours' notice** when cancelling an appointment. This allows us to reallocate your appointment to patients who may be in pain. Please be considerate and if, for any reason, you are unable to attend your appointment please notify the practice at your earliest convenience by phoning reception on 018061312.

Failure to do so will incur a charge of €25.00 for every 15 minutes allocated to your appointment. Please note that cancelling an appointment is likely to result in a delay in your treatment due to our busy appointment schedule.

### Failing an Appointment

Failing an appointment causes great disruption at the practice. It will incur a charge of €25.00 for every 15 minutes allocated to your appointment **in all cases**. The Practice Manager has the discretion to waive the charge in very exceptional circumstances and may require documented evidence to support any such claim. The duration of your appointment(s) can be found on your receipts.

**We reserve the right not to offer you future treatment if you continue to miss appointments.**

If the failed appointment is part of a course of treatment, Bespoke Dental reserves the right to cancel any subsequent appointments to avoid further cost to the practice. This can be avoided by paying the charge in full, as soon as possible after the failed appointment and providing the practice with confirmation that future appointments will be attended. You may be asked to pay a deposit in advance.

We will not be able to schedule further appointments until outstanding amounts are paid in full.

I have read and understand the above policy document on cancelled and failed appointments and agree to pay any charges that may be incurred.