**Cancellations, Failed and Missed Appointments Policy**

We aim to provide all of our patients with the best possible service and to achieve this we need your cooperation.

It is inevitable that sometimes you may need to cancel or rearrange your dental appointments.

We would ask patients to give as much notice as possible when cancelling an appointment so we have the opportunity to offer it to someone else although we do understand that during an emergency this is not always possible. Non-attendance and cancellations at short notice without a valid reason deprive other patients of our services.

We may ask for deposits for appointments to prevent appointments from being wasted as people do not attend.  These appointments could have been used by other patients.

An appointment is considered to have been broken if any of the following occur:

* the patient fails to show up for the appointment,
* the patient appears more than 20 minutes late for a scheduled appointment, or
* the patient calls to cancel an appointment with too little advance notice to allow that appointment time to be rescheduled with another patient (48 hours will be considered to be the minimum time necessary to avoid a broken appointment).

Patients who wish to cancel dental appointments must do so a minimum of 48 hours in advance of their scheduled appointment. If less notice is given without a valid excuse, the appointment will be considered to have been broken.